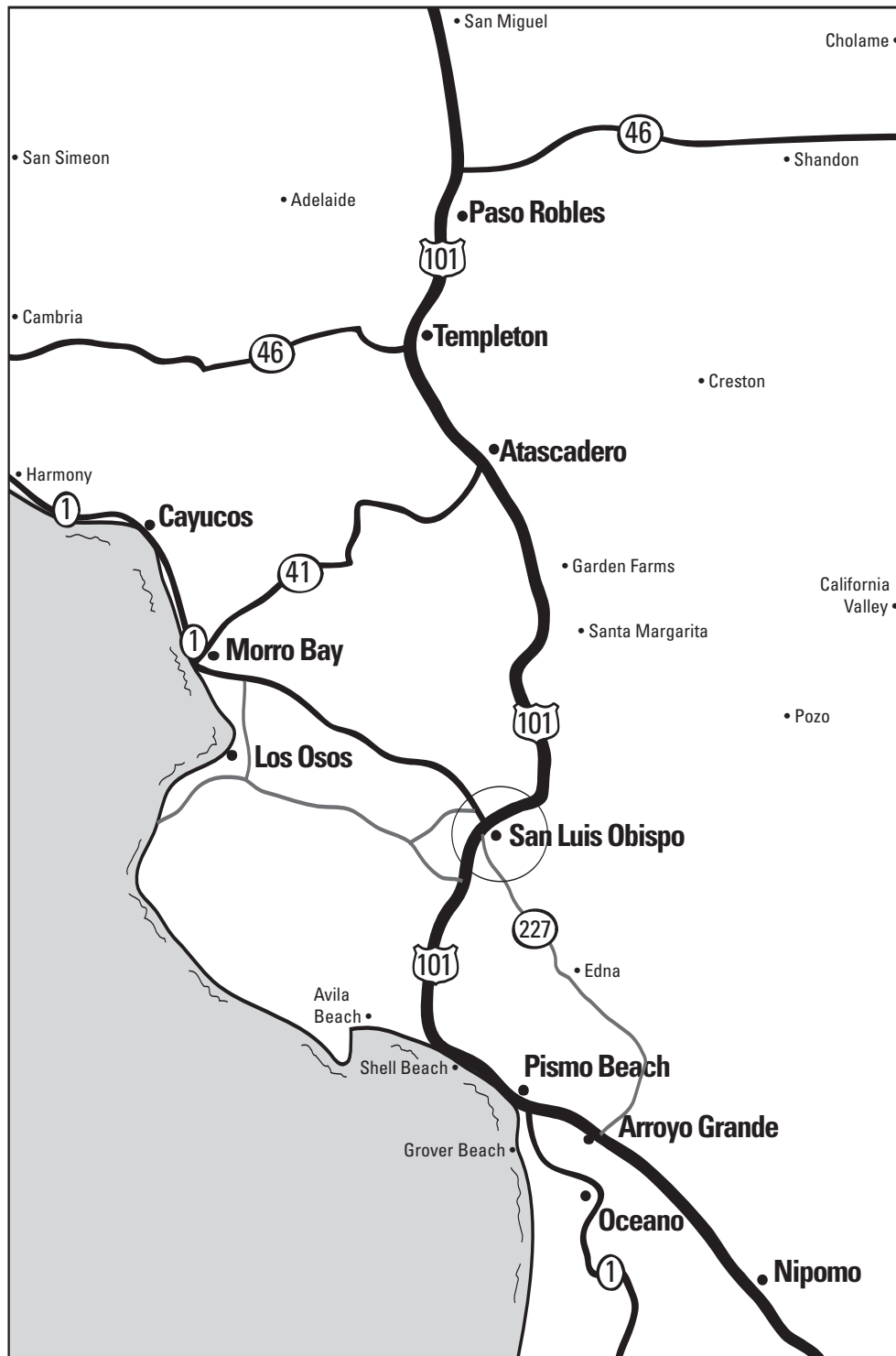




Occupational Outlook

2001 - 2003

San Luis Obispo County
Labor Market Information



San Luis Obispo County Occupational Outlook 2001 – 2003

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California Career Resource Network
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www.calmis.ca.gov/htmlfile/ccois/intro.htm



Acknowledgments

The Private Industry Council (PIC) of San Luis Obispo County, Inc. would like to express appreciation to the following people for their valued contributions to this version of the Occupational Outlook Report.

EMPLOYERS

We are grateful to the many employers throughout San Luis Obispo County that gave their time to respond to the questionnaire. Without employer assistance this report would not be possible.

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The Occupational Outlook Report presents findings from the past three years of the local labor market study conducted by the Private Industry Council (PIC) of San Luis Obispo County, Inc. In December, 1995, the PIC entered into a partnership with the State of California Employment Development Department, Labor Market Information Division (EDD/LMID), to study and present a current, short-term outlook of the labor market in San Luis Obispo County. This partnership became known as the California Cooperative Occupational Information System (CCOIS).

The CCOIS began as a pilot program in 1986 and is now conducted throughout California. The Occupational Outlook Reports produced under CCOIS offer the only source of local, up-to-date occupational information. In response to feedback from users of our reports, the PIC has combined the results of three years of research into one comprehensive report that includes twenty occupations studied in 2003 and forty occupations studied from 2001 to 2002. Typically, the information gathered for each year's occupations is collected between July and October of the represented year.

PROGRAM GOALS

The CCOIS partnership goal is to improve the match between local employers' labor market needs and the skills and qualifications of job seekers by providing a variety of current, local information regarding existing jobs, based on surveys of local employers. The purpose of this report is to provide information for people directly involved in making local occupational decisions; including personnel managers, career counselors, and vocational training program planners.

The information in this report can be used by a variety of organizations and individuals for many different purposes, some of which are listed below.

Career Decisions: Career counselors and job seekers use this data to assist them in making informed occupational choices based on skills, abilities, interests, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment and training.


Program Planning: Local planners and administrators will find employment, training, and placement data, as well as occupation size and expected growth rates. Program planners can use this information to evaluate, refine or eliminate programs and to plan new programs.

Curriculum Design: Training providers use this data to design and update their training curriculum based on current local employer needs and projected trends.

Economic Development: : Local government agencies and economic development organizations will find information on the labor pool such as occupational size, expected growth rates, and wages, which is used to determine the potential for business growth and development in San Luis Obispo County.

Program Marketing: Training providers can more effectively market their programs to students, employers, and others using reliable, local occupational data.





Human Resource Management: Small business owners and large corporate executives alike can use this report to determine and set competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business expansion and relocation purposes.

FOR MORE INFORMATION

If you would like more information on the contents of this report or on labor market information in general, please call the Private Industry Council of San Luis Obispo County, Inc. at (805) 788-2601.

Interpretation of Occupational Profiles

Each occupational profile provides the information below and was based on local employer responses, as described in the "Research Methods" section of this report. Please keep in mind that the information reported represents a snapshot in time and there may be more current data to consider.

TITLE AND JOB DESCRIPTION

The title and definitions of occupations studied in 2003 are based on the Standard Occupation Code (SOC) Dictionary published by the Bureau of Labor Statistics, October 2001. All other occupations will have their titles and definitions based on the Occupational Employment Statistics (OES) Dictionary, published by the Bureau of Labor Statistics in May 1992. There are a few non-SOC and non-OES occupations profiled in this report for which the PIC developed definitions, in collaboration with EDD/LMID, local employers, and other local partners. Job titles most commonly used locally for the particular occupation (i.e., titles used by more than one responding employer, and employers with relatively large numbers of people in the occupation) were included in this section of the profile.

KEY TERMS

The terms *all*, *almost all*, *most*, *many*, *some*, and *few* are used in several categories to present information where percentages may or may not be used (depending on importance). The following definitions will apply to these terms:

All employers	100%
Almost all employers	80% up to but not including 100%
Most employers	60% up to but not including 80%
Many employers	40% up to but not including 60%
Some employers	20% up to but not including 40%
Few employers	less than 20%

Although information is shown to the nearest whole number for ease of comparison, the reader should not interpret this as an indication of precision (percentages were rounded by increasing the highest value when below 100% or decreasing the lowest value when above 100%). Ranges are also considered to be representative.

WAGES AND BENEFITS

The range of wages and the median wage paid are provided for three different levels of experience and employment. Extremely high and/or low wage values (outliers) were excluded to allow for a more representative range estimate. More specifically, the data points collected outside two standard deviations from the mean were not used in the range calculations. Both union and non-union wages are reported separately when more than 20% of the surveyed employers in an occupation are represented by union(s). This data is not intended to represent official prevailing wages. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision. Wages are determined for each category using the following definitions:

New hires, no experience:	Wage paid to persons trained but without paid experience in the occupation.
New hires, experienced:	Wage paid to journey-level experienced persons just starting at the firm.
Experienced, 3 years with firm:	Wages paid to persons with more than three years of journey-level experience at the firm.

Each category contains a minimum (low) wage value, a maximum (high) wage value, and the median (middle) wage value. The term "Insufficient Data" is used when that particular wage category has less than three wage responses or no wage data.

Only information on benefits paid for in full by employers or cost-shared with employees is included in the report. Information on the percentage of employers who did not offer paid benefits was not covered. Also not covered in the report are waiting or probationary periods required before some or all benefits go into effect, the cost share paid by the employee, and the degree of insurance coverage offered by employers.

Union status is provided in this section and represents the percentage of employers who use union workers. It is important to note that employers could employ union and non-union workers at the same time. The weighted average hours worked per week by full-time, part-time, temporary, and seasonal workers (if applicable) are provided in this section along with shift information.

EMPLOYER REQUIREMENTS

This section presents a summary of the work experience, education, training, licenses, skills, and other requirements of the employers surveyed. While minimum educational requirements have been shown as employers expressed them, these educational requirements are not always essential for the performance of the job duties. Because the lack of educational requirements will create a barrier with some employers, employer's educational requirements have been added to this report.

The basic skills, knowledge, abilities, certification, and licensing information are provided by EDD/LMID. However, information on new job-related and computer skills sought by employers was gathered from respondents. Only skills sought by more than one employer or by firms employing a majority of workers in the particular occupation are listed. General terms are used when needed in an effort to maintain the confidentiality of the responding firm.

EMPLOYMENT TRENDS

According to the EDD/LMID Occupation Projections for San Luis Obispo County, the average growth rate from 2001 – 2008, for all occupations is 15.9% (applicable to occupations studied in 2003). The average growth rate from 1999 – 2006 for all occupations is 16.4% (applicable to occupations studied in 2001 and 2002). The following terms are used to indicate the relative, expected growth rate for a specific occupation when compared to all occupations in San Luis Obispo County:

Much faster than average	1.50 times the average, or more
Faster than average	1.10 to but not including 1.50 times the average
Average	0.90 to but not including 1.10 times the average
Slower than average	0.10 to but not including 0.90 times the average
Remain stable	-0.10 to, but not including 0.10 times the average
Slow decline	-0.10 times the average or less

The following terms are used to indicate the relative employment size of each occupation in San Luis Obispo County:

	<u>2001</u>	<u>2002</u>	<u>2003</u>
Small	Fewer than 142 employees	Fewer than 145 employees	Fewer than 152 employees
Medium	142 – 283 employees	145 – 290 employees	152 – 304 employees
Large	284 – 615 employees	291 – 628 employees	305 – 659 employees
Very large	616 or more employees	629 or more employees	660 or more employees

The occupational size and estimated projected growth rates are snapshots in time, as previously stated. This data was obtained from Module D, Table 6 of the EDD/LMID publication "Projections and Planning Information (PPI) Report for San Luis Obispo County," using simple linear regression (predicting the future based on the past and placing that relationship in graphical representation). In addition, the percentage of growth anticipated by responding employers is listed under the heading "Projections." Information on the previous year's employment levels and the sources of employers' filled vacancies is listed to give the reader a recent perspective of trends, turnover, and growth. For most occupations, job openings are more the result of workers leaving the labor force (attrition) or workers changing occupations than of industry growth. Also included is labor supply and demand information for each occupation based on the degree of difficulty employers have in finding qualified applicants. The following terms are used to classify occupational supply and demand in San Luis Obispo County based on employers' weighted average responses:

Very difficult:	Demand is considerably greater than the supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists. Qualified applicants encounter no competition in their job search.
Moderately difficult:	Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times. Qualified applicants encounter little competition in their job search.
Not difficult:	Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Respondents' most successful recruitment strategies are identified in descending order of success.

Information on major industries employing each occupation is based on the EDD/LMID publication "Projections for Employment." The terms used in this section are taken from the Standard Industrial Classification (SIC) Manual. When an occupation is employed by a wide variety of industries, those industries employing the greatest number of persons in the occupation are identified under the heading "Where the Jobs Are."

OTHER RELEVANT INFORMATION

Promotional patterns reported by responding employers are presented here, including position titles and skills important for career advancement. When available, the state job outlook is provided to give a picture of how occupations fare statewide, from 2000 – 2010 (applicable to occupations studied in 2003) and from 1998 – 2008 (applicable to occupations studied in 2001 and 2002), based on information derived from the EDD/LMID publication "Projections and Planning Information (PPI) Report," Module D, Table 6 for California. We stress that state labor market data could vary from the local situation because of the unique characteristics of local industries. Statewide and local labor market data is available on the Internet at <http://www.calmis.ca.gov>. We also encourage readers to use the California Occupational Guides set as a resource and provide the Guide number in this section.

At the end of each profile is a list of training providers located in San Luis Obispo County. Please see Appendix E for contact information, which is taken directly from the California Training and Education Providers (CTEP) database maintained by EDD. Please note that EDD does not endorse the schools or training providers listed and that training programs change frequently. We recommend contacting the schools to verify that information is current.



The following describes research methods and outlines the roles of PIC and EDD/LMID:

I. OCCUPATION SELECTION

Each year the PIC consults with EDD/LMID to determine which occupations are significant in the county and/or are expected to grow over the next five years. The PIC staff also review their job order information and scan local newspapers to verify that the occupations selected are actually in demand. A list of 40 proposed occupations is prepared and distributed to local employers and other interested parties each year for input. The selections made by respondents are then compiled and discussed at an annual community meeting, with invited representatives from the private and public sectors, educational institutions, and vocational counselors. Participants at the meeting are asked to help the PIC select 20 occupations for study in the current year. The meeting objective is to select occupations for our customers which are of the most interest to users (and potential users) of this publication.

Participants in the community occupation selection meeting have agreed to rank occupations by the following criteria:

- Has a substantial employment base in the county, and/or
- Has a substantial number of job openings projected in the next three to five years, and/or
- Requires training that would take two years or less to complete, and/or
- Shows opportunities for upward mobility, or in a full-performing profession.

Some of the selected occupations fail to meet all four criteria but were selected based on community interest. The EDD/LMID reviews and approves the final list of occupations for study and verifies the correct definition for each occupation.

II. DEFINITION OF THE OCCUPATION

Definitions of occupations studied in 2003 are found in the Standard Occupational Classification (SOC) Dictionary published by the United States Department of Labor Bureau of Labor Statistics. Definitions for occupations studied in 2001 and 2002 are found in the Occupational Employment Statistics (OES) Dictionary and are also published by the Bureau of Labor Statistics, with the exception of the non-SOC and non-OES occupations (identified in the upper left corner of the profile). Non-SOC and non-OES occupations have no statewide statistics because they are newly defined occupations without projection information. SOC definitions were used by CCOIS in 2003. Both the SOC and OES occupation definitions define the activities and functions of the worker and are sufficiently broad to capture a wide range of specialties within an occupation but clear enough for use in research. The SOC is now used by EDD/LMID to produce projections for employment (occupational estimates of size, growth, and separations).

III. SURVEY SAMPLE DESIGN

After occupations are selected for study, EDD/LMID draws a sample of up to 40 local employers that comprise a representative cross-section of local industries. PIC staff then edit the sample, adding and deleting firms as needed while maintaining an adequate representation of all possible industries. Prior to commencing the survey process, the edited sample is approved by EDD/LMID. After the employer samples are approved, the PIC typically finds that further edits become necessary as some employers do not employ personnel for the occupation(s) being surveyed.



IV. QUESTIONNAIRE DEVELOPMENT

A standard two-page employer questionnaire developed by EDD/LMID is used.

V. SURVEY PROCEDURES

The survey process typically begins in July and continues through October. Over 1,000 employers are contacted each year. Employers are first contacted by phone to verify employment within the occupation and to obtain the name of a contact person. Whenever possible, the survey is then completed over the phone. If not, a survey is faxed or mailed to the contact person. Additional employers selected for the sample are mailed surveys in the summer, with the assumption that they employ people within the occupation(s). Follow-up phone calls are made to employers who failed to respond by the established deadline to encourage their participation. All responses are reviewed and checked for completeness and consistency. Follow-up calls are made to complete and/or clarify data.

Completed surveys deemed usable for the study are then coded for data entry. The PIC's required response goal is 15 usable responses for each occupation. This goal was met or exceeded for all but a few occupations, in which the pool of employers was small or responses were not obtainable. Required response goals also included a minimum of three usable surveys from the major industry/industries employing the occupation (when appropriate) to ensure adequate representation.

VI. DATA ENTRY, TABULATION, AND SUMMARY

Coded survey responses are entered into the CCOIS database and basic tabulations are run by both the PIC and EDD/LMID. From these tabulations, the data is analyzed by the PIC and draft occupational profiles are prepared. The draft profiles and other report materials are then reviewed by EDD/LMID. Once the review and editing process is complete, the report is produced.

VII. DISSEMINATION

The PIC will hold a meeting in early 2004 to disseminate this report. After the meeting, complimentary copies of the report will be distributed to organizations such as schools, economic development organizations, libraries, and employers who responded to the latest survey. This report is also available for sale.

If you would like to receive an additional copy of this report, please send a check made out to the Private Industry Council for \$25.00 to:

Private Industry Council
4111 Broad Street, Suite A
San Luis Obispo, CA 93401
(805) 788-2601

Occupational Profiles San Luis Obispo County 2001 – 2003



Accountants and Auditors

OES 211140

16 Firms Responded

77 Jobs Represented

Job Description

Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.

Common Job Titles

Accountants, Associate Accountants, Staff Accountants, Senior Accountants, Assistant Controllers, Controllers, and Chief Financial Officers

Wages and Benefits

All Employers Wages (Union and Non-Union)

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$8.00 – \$15.77	\$11.08
New hires, experienced	\$9.00 – \$23.15	\$12.87
3+ years with firm	\$11.00 – \$31.00	\$18.34

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.21 to \$2.65 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	69%	6%	25%	6%
Dental Insurance:	50%	6%	6%	0%
Vision Insurance:	50%	0%	6%	0%
Life Insurance:	38%	0%	0%	0%
Paid Sick Leave:	88%	19%	0%	0%
Paid Vacation:	100%	19%	0%	0%
Retirement Plan:	38%	6%	44%	6%
Child Care:	6%	0%	6%	0%

Unionization

88% Non-Union

Hours

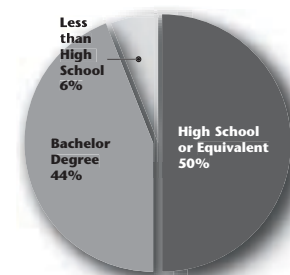
Most (77%) employees in this occupation work full time – 43 hours/week, a few work temporary – 38 hours/week, and a few work part time – 20 hours/week.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer swing shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	56%
Not Required	6%
Preferred	38%

Almost all responding employers require or prefer an average of 22 months of prior work experience. Some (38%) responding employers accept experience in other occupations, such as Bookkeepers or Payroll Technicians, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	47%
No	53%

Technical or Vocational Training

Required	25%
Not Required	50%
Preferred	25%

Many responding employers require or prefer an average of 26 months of accounting, bookkeeping, or tax preparation training.

Skills Information

Skills in: problem solving, verbal presentation, cost and tax accounting, and financial planning; Ability to: use accounting software and to work under pressure; Licenses: Certified Public Accountant (CPA)

New skills sought by a few employers were Internet expertise and interview techniques.

Computer software skills were sought by all employers in spreadsheet programs, almost all employers sought skills in word processing programs, many employers sought skills in accounting programs, and a few employers sought skills in database programs.

Employment Trends

Supply & Demand Assessment

Some (37%) employers found hiring inexperienced qualified applicants to be very difficult. Most (63%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	12%
Remained Stable	44%
Grew	44%

Sources of Filled Vacancies

Of the 31 positions filled in the last 12 months, 42% were hired to fill temporary positions, 29% were hired to fill vacated positions, and 29% were hired to fill new positions.

Turnover

13%

The four recruitment strategies most successfully used by employers include:

Newspaper Ads	69%
Employee Referrals	38%
In-house Promotion or Transfer	38%
Private Employment Agencies	38%

Occupation Size

Large (450 – 510)

Employee Profile

71% Female
29% Male

Where the Jobs Are

SIC 8711 – Engineering Services
SIC 8721 – Accounting, Auditing, Bookkeeping Services
SIC 8748 – Business Consulting Services

Projections

1999 – 2006 Growth Rate:
Slower than average (13.3%)

Over the Next 24 Months

Many (50%) employers expect employment in this occupation to remain stable and many (50%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (69%) employers promote their employees to higher level positions such as: Senior Accountants, Accounting Managers, Controllers, and Partners.

Skills Important for Career Advancement

Technical expertise, problem solving, detail oriented, efficiency, organizational, and communication skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 19.7% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

1

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Accounting*

Cuesta College
Programs: *Accounting Technician*

H & R Block Tax Training School
Programs: *Taxation*

San Luis Coastal Adult School
Programs: *Accounting Technician*

Specialized Technical Education Program School
Programs: *Accounting Technician*

Administrative Assistants

Non OES 169167997

15 Firms Responded
60 Jobs Represented

Job Description

Administrative Assistants aid executives by coordinating, analyzing, and improving office services, such as: personnel, budget, and operating practices. They analyze personnel requirements, study methods of improving performance standards, and analyze jobs for wage-and-salary adjustments and promotions. They analyze budgetary requirements and expenditures, and study methods to implement cost reduction. They analyze operating practices and create new systems or revise established procedures to simplify and improve reporting procedures, work flow, record keeping systems, forms control, office layout, or suggestion systems. They interpret operating policies, prepare reports with recommendations for solutions of administrative problems, and answer correspondence. They may direct services, such as maintenance, repair, supplies, and mail.

Common Job Titles

Administrative Assistants, Administrative Secretaries, Administrative Analysts, and Executive Assistants

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$10.00 – \$14.56	\$12.02
New hires, experienced	\$10.00 – \$15.00	\$11.00*
3+ years with firm	\$11.50 – \$17.00	\$14.50

Union Wages

	Range	Median
New hires, no experience	\$16.94 – \$16.94	\$16.94
New hires, experienced	\$15.00* – \$18.64	\$16.64*
3+ years with firm	\$15.79* – \$19.77	\$18.23

*Out of pattern wages can occur when employers do not hire employees in all experience levels.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	47%	0%	53%	7%
Dental Insurance:	67%	7%	27%	0%
Vision Insurance:	53%	7%	27%	0%
Life Insurance:	67%	7%	13%	0%
Sick Leave:	93%	7%	0%	0%
Vacation:	100%	7%	0%	0%
Retirement Plan:	40%	0%	53%	7%
Child Care:	7%	0%	0%	0%

Unionization

67% Non-Union

Hours

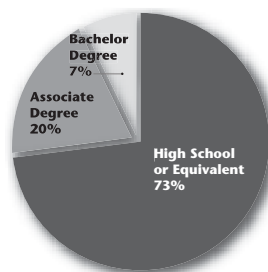
Almost all (98%) employees in this occupation work full time – 40 hours/week and a few employees work part time – 30 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	60%
Not Required	7%
Preferred	33%

Almost all responding employers require or prefer an average of 26 months of prior work experience. Most (62%) responding employers accept experience in other customer service, finance, clerical, or office related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	57%
No	43%

Technical or Vocational Training

Required	7%
Not Required	93%
Preferred	0%

A few responding employers require an average of 6 months of Microsoft Office training.

Skills Information

Skills in: office management, report writing, and oral communication; Ability to: write effectively, conduct performance appraisals, work independently, and willingness to work under close supervision

New skills sought by some employers were the use of a multi-line phone and accounting skills.

Administrative Assistants

Researched in 2002

Computer software skills were sought by all employers in word processing programs, almost all employers sought skills in spreadsheet and database programs, many employers sought skills in desktop publishing programs, and a few employers sought skills in Microsoft PowerPoint and various E-mail programs.

Employment Trends

Supply & Demand Assessment

Many (40%) employers found hiring inexperienced qualified applicants to be moderately difficult. Most (60%) employers found hiring experienced qualified applicants not difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	87%
Grew	13%

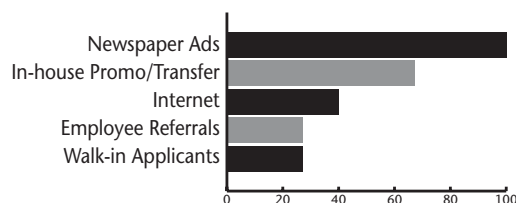
Sources of Filled Vacancies

Of the 16 positions filled in the last 12 months, 69% were hired to fill vacated positions, 19% were hired to fill vacated positions due to promotions, and 13% were hired to fill new positions.

Turnover

24%

The five recruitment strategies most successfully used by employers include:



Occupation Size

This information is not available for non-OES occupations.

Employee Profile

97% Female
3% Male

Where the Jobs Are

SIC 6531 – Real Estate Agents and Managers
SIC 8222 – Junior Colleges and Technical Institutes
SIC 8711 – Engineering Services
SIC 9030 – Local Government, Excluding Hospital and Education

Projections

1999 – 2006 Growth Rate: This information is not available for non-OES occupations.

Over the Next 24 Months

Most (73%) employers expect employment in this occupation to remain stable, while some (27%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (67%) employers promote their employees to higher level positions, such as: Bookkeepers, Account Managers, and Fiscal Assistants.

Skills Important for Career Advancement

Oral and written communication, analytical, supervisory, and detail oriented skills

State Outlook

This information is not available for non-OES occupations

California Occupational Guide Number

128

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers

Programs: *Business Administration and Management, General Business Operations Support and Secretarial Services, Other*

California Polytechnic State University

Programs: *Business Administration and Management, General*

California Polytechnic State University, Extended Studies

Programs: *Business Administration and Management, General*

Colombia College

Programs: *Business Administration and Management, General*

Cuesta College

Programs: *Administrative Assistant and Secretarial Service, General Business Administration and Management, General*

Professional Career Training Institute

Programs: *Administrative Assistant and Secretarial Science, General*

University of LaVerne

Programs: *Business Administration and Management, General*

Automotive Body and Related Repairers

SOC 493021

16 Firms Responded
83 Jobs Represented

Job Description

Repair and refinish automotive vehicle bodies and straighten vehicle frames.

Common Job Titles

Autobody Technicians, Repair Technicians, Body Shop Technicians, and Paint and Prep Technicians

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$7.00 – \$18.93	\$9.00
New hires, experienced	\$8.00 – \$24.00	\$15.89
3+ years with firm	\$14.00 – \$30.00	\$23.49

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	38%	0%	25%	0%
Dental Insurance:	19%	0%	6%	0%
Vision Insurance:	0%	0%	13%	0%
Life Insurance:	0%	0%	0%	0%
Paid Sick Leave:	25%	0%	0%	0%
Paid Vacation:	75%	0%	0%	0%
Retirement Plan:	6%	0%	19%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

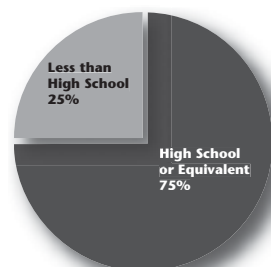
Almost all (89%) employees in this occupation work full time – 40 hours/week and a few (11%) employees work part time – 19 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	75%
Not Required	0%
Preferred	25%

All responding employers require or prefer an average of 28 months of prior work experience. Some (36%) responding employers accept experience in other mechanical or automotive repair occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	81%
No	19%

Technical or Vocational Training

Required	31%
Not Required	38%
Preferred	31%

Most responding employers require or prefer an average of 12 months of autobody repair training.

Skills Information

Skills in: masking, painting techniques, welding, and working with fiberglass; Ability to: operate power hand tools, read and follow instructions, and lift at least 70 lbs. repeatedly; Certifications: ASE Master Collision Repair and Refinish Technicians and I-CAR Training

New skills sought by some employers were continued license required education and wheel alignment and aluminum welding skills.

Computer software skills were sought by a few employers in word processing and estimating programs (such as: Mitchell, CCC Pathways, or Comp-Est).

Automotive Body and Related Repairers

Researched in 2003

Employment Trends

Supply & Demand Assessment

Some (25%) employers found hiring inexperienced qualified applicants to be very difficult. Most (75%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	50%
Grew	44%

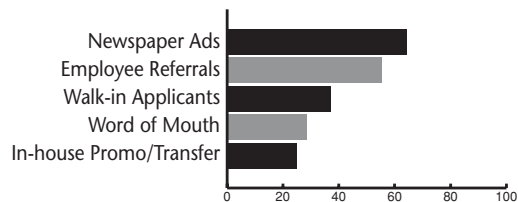
Sources of Filled Vacancies

Of the 29 positions filled in the last 12 months, 52% were hired to fill vacated positions, 24% were hired to fill new positions, 17% were hired to fill vacated positions due to promotions, and 7% were hired to fill temporary positions.

Turnover

26%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Medium (180 – 210)

Employee Profile

95% Male

5% Female

Where the Jobs Are

SIC 7532 – Top, Body, and Upholstery Repair Shops and Paint Shops

SIC 7538 – General Automotive Repair Shops

Projections

2001 – 2008 Growth Rate:

Average (16.7%)

Over the Next 24 Months

Many (50%) employers expect employment in this occupation to remain stable and many (50%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Many (50%) employers promote their employees to higher level positions, such as: Managers, Head Painters, Estimators, and Shop Foremen.

Skills Important for Career Advancement

Competency, workmanship, willingness to continue education, and public communication skills

State Outlook

Between 2000 – 2010, this occupation is expected to grow 20.6% while the total growth for all occupations is expected to grow 22.2% during this period in California.

California occupational Guide Number

68

Training Providers (Refer to Appendix E for Contact Information)

Cuesta College

Programs: Autobody/Collision and Repair Technology/Technician

Automotive Mechanics

OES 853020

16 Firms Responded
115 Jobs Represented

Job Description

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as: Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Please do not include Auto Body Repairers, Bus and Truck Mechanics, Diesel Engine Specialists, and Electrical Systems Specialists.

Common Job Titles

Automotive Technicians, Service Technicians, and Technicians

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$7.25 – \$10.00	\$8.37
New hires, experienced	\$12.50 – \$24.00	\$17.75
3+ years with firm	\$17.50 – \$28.77	\$21.00

Other forms of compensation paid by a few employers include bonuses and commissions ranging from an additional \$0.29 to \$3.75 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	44%	0%	38%	6%
Dental Insurance:	13%	0%	19%	6%
Vision Insurance:	0%	0%	19%	0%
Life Insurance:	19%	0%	13%	0%
Sick Leave:	25%	0%	13%	0%
Vacation:	81%	0%	13%	0%
Retirement Plan:	25%	0%	25%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

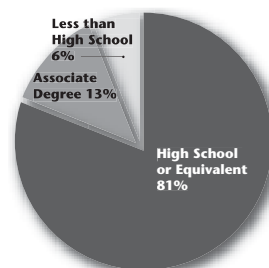
Almost all (94%) employees in this occupation work full time – 41 hours/week and a few employees work part time – 20 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	63%
Not Required	0%
Preferred	37%

All responding employers require or prefer an average of 28 months of prior work experience. Many (40%) responding employers accept experience in other related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	75%
No	25%

Technical or Vocational Training

Required	44%
Not Required	25%
Preferred	31%

Most responding employers require or prefer an average of 18 months of automotive technical training.

Skills Information

Skills in: repairing vehicles and arc and gas welding; Ability to: implement safe work practices, tune up engines, and work independently; Certificates: Smog Control Mechanic, Automotive Service Excellence (ASE), and Brake Check; Other: possession of a valid driver's license and good DMV record

New skills sought by a few employers were the ability to operate computer and electronic automotive diagnostic equipment.

Computer software skills were sought by many employers in basic computer programs, some employers sought skills in word processing programs, and a few employers sought skills in spreadsheet and database programs.

Employment Trends

Supply & Demand Assessment

Some (37%) employers found hiring inexperienced qualified applicants to be very difficult. Most (63%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	9%
Remained Stable	50%
Grew	41%

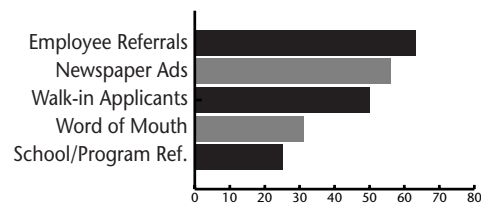
Sources of Filled Vacancies

Of the 22 positions filled in the last 12 months, 59% were hired to fill vacated positions, 32% were hired to fill new positions, and 9% were hired to fill vacated positions due to promotions.

Turnover

14%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Very Large (620 – 730)

Employee Profile

100% Male
0% Female

Where the Jobs Are

SIC 5511 – Motor Vehicle Dealers (New and Used)
SIC 5541 – Gasoline Service Stations
SIC 7538 – General Automotive Repair Shops

Projections

1999 – 2006 Growth Rate:
Average (17.7%)

Over the Next 24 Months

Most (69%) employers expect employment in this occupation to grow while some (31%) employers expect employment in this occupation to remain stable.

Other Relevant Information

Promotional Opportunities

Most (69%) employers promote their employees to higher level positions, such as: Lead Technicians, Service Advisors, and Service Managers.

Skills Important for Career Advancement

Management, diagnostic, electronic, communication, and customer service skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 21.7% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

24

Training Providers (Refer to Appendix E for Contact Information)

Cuesta College
Programs: *Automobile/Automotive Mechanics Technology/Technician*
Automotive Engineering Technology/Technician

Bookkeeping, Accounting, and Auditing Clerks

SOC 433031

18 Firms Responded
58 Jobs Represented

Job Description

Compute, classify, and record numerical data to keep financial records complete. Perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. May also check the accuracy of figures, calculations, and postings pertaining to business transactions recorded by other workers.

Common Job Titles

Bookkeepers, Account Clerks, Accounts Payable Clerks, Accounts Receivable Clerks, and Payroll Clerks

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.75 – \$9.00	\$7.99
New hires, experienced	\$9.21 – \$15.50	\$11.99
3+ years with firm	\$12.00 – \$20.00	\$17.00

Benefits

	Employer Pays All		Shared Cost	
	F/T	P/T	F/T	P/T
Medical Insurance:	35%	13%	41%	0%
Dental Insurance:	12%	0%	18%	0%
Vision Insurance:	12%	0%	12%	0%
Life Insurance:	35%	0%	12%	0%
Sick Leave:	71%	50%	6%	0%
Vacation:	94%	63%	6%	0%
Retirement Plan:	35%	13%	35%	25%
Child Care:	0%	0%	6%	0%

Unionization

100% Non-Union

Hours

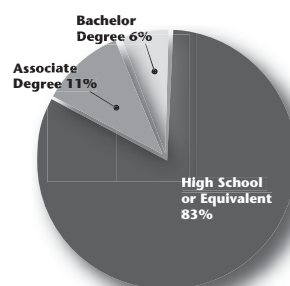
Most (79%) employees in this occupation work full time – 40 hours/week and a few employees work part time – 21 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	72%
Not Required	0%
Preferred	28%

All responding employers require or prefer an average of 16 months of prior work experience. Some (23%) responding employers accept experience in other related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	28%
No	72%

Technical or Vocational Training

Required	11%
Not Required	78%
Preferred	11%

Some responding employers require or prefer an average of 6 months of accounting or bookkeeping training.

Skills Information

Skills in: bookkeeping, accounting, payroll processing, basic math, and public contact; Ability to: operate 10-key adding machine by touch, pay attention to detail, and conduct an audit

Computer software skills were sought by almost all employers in spreadsheet and word processing programs, most employers sought skills in bookkeeping, accounting, or payroll programs (such as: QuickBooks or Lacerte Tax).

Bookkeeping, Accounting, and Auditing Clerks

Researched in 2003

Employment Trends

Supply & Demand Assessment

Some (28%) employers found hiring inexperienced qualified applicants to be very difficult. Most (72%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	5%
Remained Stable	67%
Grew	28%

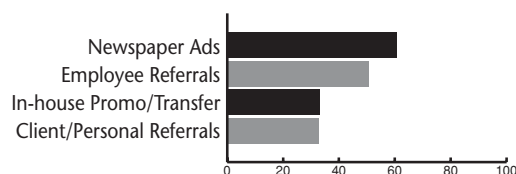
Sources of Filled Vacancies

Of the 19 positions filled in the last 12 months, 53% were hired to fill vacated positions, 21% were hired to fill new positions, 16% were hired to fill temporary positions, and 10% were hired to fill vacated positions due to promotions.

Turnover

22%

The four recruitment strategies most successfully used by employers include:



Occupation Size

Very Large (1,840 – 2,050)

Employee Profile

84% Female
16% Male

Where the Jobs Are

SIC 1521 – General Contractors – Single Family Houses
SIC 5712 – Furniture Stores
SIC 6732 – Education, Religious, and Charitable Trusts
SIC 7011 – Hotels and Motels
SIC 7361 – Employment Agencies
SIC 8711 – Engineering Services
SIC 8721 – Accounting, Auditing, and Bookkeeping Services

Projections

2001 – 2008 Growth Rate:
Slower than average (11.4%)

Over the Next 24 Months

Most (72%) employers expect employment in this occupation to remain stable and some (28%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Many (56%) employers promote their employees to higher level positions, such as: Accountants, Accounting Managers, and Supervisors.

Skills Important for Career Advancement

Competency, accuracy, accounting, analytical, education, customer service, interpersonal, and financial skills

State Outlook

Between 2000 – 2010, this occupation is expected to grow 10.6% while the total growth for all occupations is expected to grow 22.2% during this period in California.

California Occupational Guide Number

26

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers
Programs: *Accounting Technology/Technician and Bookkeeping*
California Polytechnic State University
Programs: *Accounting*
Cuesta College
Programs: *Accounting Technology/Technician and Bookkeeping*

Professional Career Training Institute
Programs: *Accounting Technology/Technician and Bookkeeping*
San Luis Coastal Adult School
Programs: *Accounting*

Carpenters

SOC 472031

21 Firms Responded
132 Jobs Represented

Job Description

Construct, erect, install, or repair structures and fixtures made of wood, such as concrete forms; building frameworks, including partitions, joists, studding, and rafters; wood stairways, window and door frames, and hardwood floors. May also install cabinets, siding, drywall and batt or roll insulation. Includes brattice builders who build doors or brattices (ventilation walls or partitions) in underground passageways to control the proper circulation of air through the passageways and to the working places.

Common Job Titles

Carpenters, Finishers, Framers, and Laborers

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$7.00 – \$13.00	\$8.25
New hires, experienced	\$9.00 – \$25.00	\$15.00
3+ years with firm	\$13.50 – \$28.00	\$21.00

Benefits

	Employer Pays All		Shared Cost	
	F/T	P/T	F/T	P/T
Medical Insurance:	20%	0%	25%	0%
Dental Insurance:	10%	0%	5%	0%
Vision Insurance:	5%	0%	5%	0%
Life Insurance:	0%	0%	5%	0%
Sick Leave:	10%	0%	0%	0%
Vacation:	35%	0%	10%	0%
Retirement Plan:	10%	0%	35%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

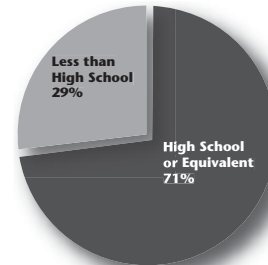
Almost all (95%) employees in this occupation work full time – 39 hours/week, a few work part time – 26 hours/week, and a few work temporary – 20 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	71%
Not Required	0%
Preferred	29%

All responding employers require or prefer an average of 25 months of prior work experience. Many (48%) responding employers accept experience in other construction related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	52%
No	48%

Technical or Vocational Training

Required	0%
Not Required	95%
Preferred	5%

A few responding employers prefer an average of 6 months of construction technology training.

Skills Information

Skills in: finish carpentry, drywall installation and repair, shop math, and cost estimating; Ability to: read blueprints, use drafting tools, perform physically demanding work, and climb to high places

New skills sought by a few employers were knowledge of various construction methods.

Computer software skills were sought by a few employers in word processing, spreadsheet, and database programs.

Employment Trends

Supply & Demand Assessment

Some (29%) employers found hiring inexperienced qualified applicants to be moderately difficult. Most (71%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	23%
Remained Stable	29%
Grew	48%

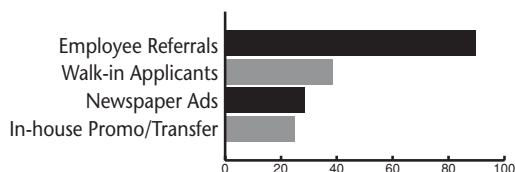
Sources of Filled Vacancies

Of the 44 positions filled in the last 12 months, 52% were hired to fill new positions, 32% were hired to fill vacated positions, 14% were hired to fill temporary positions, and 2% were hired to fill vacated positions due to promotions.

Turnover

14%

The four recruitment strategies most successfully used by employers include:



Occupation Size

Very Large (880 – 1,070)

Employee Profile

98% Male
2% Female

Where the Jobs Are

- SIC 1521 – General Contractors-Single Family Houses
- SIC 1522 – General Contractors-Residential Building, Other than Single Family
- SIC 1542 – General Contractors-Nonresidential Buildings, Other than Industrial Buildings and Warehouses
- SIC 1751 – Carpentry Work

Projections

2001 – 2008 Growth Rate:
Faster than average (21.6%)

Over the Next 24 Months

Many (57%) employers expect employment in this occupation to remain stable, some (33%) employers expect employment in this occupation to grow, and a few (10%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Most (62%) employers promote their employees to higher level positions, such as: Foremen and Supervisors.

Skills Important for Career Advancement

Oral and written communication, job management, carpentry aptitude, dedication, ability to read plans, and craftsmanship skills

State Outlook

Between 2000 – 2010, this occupation is expected to grow 26.6% while the total growth for all occupations is expected to grow 22.2% during this period in California.

California Occupational Guide Number

169

Training Providers (Refer to Appendix E for Contact Information)

Carpenters Union Local 1800
Programs: Carpentry/Carpenter

Chief Executives

SOC 111011

16 Firms Responded
19 Jobs Represented

Job Description

Determine and formulate policies and provide the overall direction of companies or private and public sector organizations within the guidelines set up by a board of directors or similar governing body. Plan, direct, or coordinate operational activities at the highest level of management with the help of subordinate executives and staff managers.

Common Job Titles

Managers, General Managers, Presidents, Executive Directors, and Chief Executive Officers

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	Insufficient Data	
New hires, experienced	\$14.38 – \$67.12	\$29.37
3+ years with firm	\$17.25 – \$59.45*	\$35.20

*Out of pattern wages can occur when reported wages exclude extremely high and/or low wage values (outliers).

Benefits

	Employer Pays All		Shared Cost	
	F/T	P/T	F/T	P/T
Medical Insurance:	63%	0%	31%	0%
Dental Insurance:	38%	0%	13%	0%
Vision Insurance:	25%	0%	13%	0%
Life Insurance:	56%	0%	0%	0%
Sick Leave:	63%	0%	0%	0%
Vacation:	88%	0%	6%	0%
Retirement Plan:	50%	0%	19%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

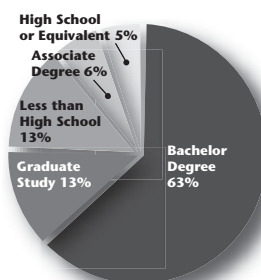
All (100%) employees in this occupation work full time – 49 hours/week.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer swing shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	81%
Not Required	6%
Preferred	13%

Almost all responding employers require or prefer an average of 45 months of prior work experience. Most (73%) responding employers accept experience in other management related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	13%
No	87%

Technical or Vocational Training

Required	25%
Not Required	75%
Preferred	0%

Some responding employers require an average of 16 months of management or computer training.

Skills Information

Skills in: administration, coordination, critical thinking, decision making, management, and English language; Ability to: speak clearly, listen and understand others, and identify measures of system performance

Computer software skills were sought by most employers in word processing, spreadsheet, and database programs, some employers sought skills in desktop publishing programs, and a few employers sought skills in accounting or internet programs.

Employment Trends

Supply & Demand Assessment

A few (19%) employers found hiring inexperienced qualified applicants to be moderately difficult. Almost all (81%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	100%
Grew	0%

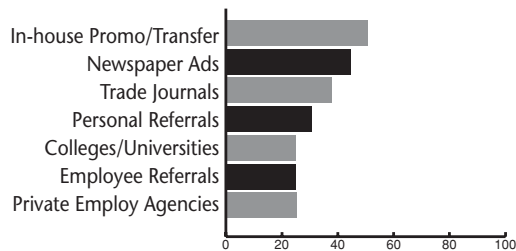
Sources of Filled Vacancies

The 1 position filled by responding employers in the last 12 months was hired to fill a vacated position.

Turnover

5%

The seven recruitment strategies most successfully used by employers include:



Occupation Size

Large (430 – 480)

Employee Profile

68% Male
32% Female

Where the Jobs Are

SIC 6021 – National Commercial Banks
SIC 6022 – State Commercial Banks
SIC 8221 – Colleges, Universities, and Professionals Schools
SIC 8222 – Junior Colleges and Technical Institutes
SIC 8711 – Engineering Services
SIC 8742 – Management Consulting Services
SIC 8748 – Business Consulting Services, NEC

Projections

2001 – 2008 Growth Rate:
Slower than average (11.6%)

Over the Next 24 Months

All (100%) employers expect employment in this occupation to remain stable.

Other Relevant Information

Promotional Opportunities

A few (19%) employers promote their employees to higher level positions, such as: Chairman of the Board.

Skills Important for Career Advancement

Job knowledge, motivating others, management, interpersonal, planning, and supervisory skills

State Outlook

Between 2000 – 2010, this occupation is expected to grow 23.5% while the total growth for all occupations is expected to grow 22.2% during this period in California.

California Occupational Guide Number

None

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *International Business/Trade/Commerce*
Business Administration and Management, General
Management Science, General
Public Administration

Columbia College
Programs: *Business Administration and Management, General*

Cuesta College
Programs: *International Business/Trade/Commerce*
Business Administration and Management, General
Management Science, General

Shoreline Occupational Services/Goodwill Industries
Programs: *Business Administration, Management and Operations, Other*

University of La Verne
Programs: *Business Administration and Management General*

Child Care Workers

OES 680380

17 Firms Responded
366 Jobs Represented

Job Description

Child Care Workers attend children at school, businesses, and institutions performing a variety of tasks, such as dressing, feeding, bathing, and overseeing play. This occupation does not include workers whose primary function is to teach in a structured setting.

Common Job Titles

Child Care Workers, Aides, Residential Instructors, and In-Home Counselors

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$6.25 – \$7.50	\$7.00
New hires, experienced	\$6.25 – \$10.00	\$8.00
3+ years with firm	\$6.75 – \$14.50	\$10.00

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	24%	0%	24%	12%
Dental Insurance:	18%	0%	12%	6%
Vision Insurance:	12%	0%	18%	6%
Life Insurance:	12%	0%	6%	6%
Paid Sick Leave:	53%	29%	0%	0%
Paid Vacation:	47%	35%	0%	0%
Retirement Plan:	6%	6%	12%	12%
Child Care:	18%	12%	6%	6%

Other benefits offered include paid child development coursework and paid Holidays.

Unionization

100% Non-Union

Hours

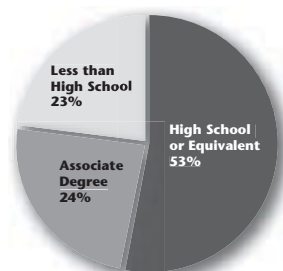
Many (43%) employees in this occupation work full time – 40 hours/week, many (40%) work part time – 22 hours/week, a few work seasonally – 28 hours/week, and a few work temporary – 21 hours/week.

Shifts

Almost all (88%) responding employers offer day shifts, some offer split shifts, and a few offer swing and graveyard shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	47%
Not Required	29%
Preferred	24%

Most responding employers require or prefer an average of 11 months of prior work experience. Most (67%) responding employers accept experience in other child-related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	75%
No	25%

Technical or Vocational Training

Required	41%
Not Required	59%
Preferred	0%

Many responding employers require an average of 5 months of Early Childhood Education (ECE) coursework, Cardiopulmonary Resuscitation (CPR), or First Aid training.

Skills Information

Skills in: oral reading, early childhood development, and understanding a variety of cultures; Ability to: handle crisis situations, administer emergency First Aid, and exercise patience

Computer software skills were sought by some employers in word processing programs and a few employers sought skills in spreadsheet, database, and desktop publishing programs.

Employment Trends

Supply & Demand Assessment

Many (54%) employers found hiring inexperienced qualified applicants to be very difficult. Many (46%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	41%
Grew	59%

Sources of Filled Vacancies

Of the 171 positions filled in the last 12 months, 40% were hired to fill vacated positions, 34% were hired to fill new positions, 15% were hired to fill vacated positions due to promotions, and 11% were hired to fill temporary positions.

Turnover

31%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	65%
Colleges/Universities	53%
Employee Referrals	47%

Occupation Size

Large (366*)

*Adjusted based on actual 2001 sample size (Jobs Represented)

Employee Profile

81% Female
19% Male

Where the Jobs Are

SIC 8211 – Elementary and Secondary School
SIC 8351 – Child Day Care Services
SIC 8361 – Residential Care
SIC 8641 – Civic, Social, and Fraternal Associations

Projections

1999 – 2006 Growth Rate:
Much faster than average (26.7%)

Over the Next 24 Months

Most (63%) employers expect employment in this occupation to remain stable while some (37%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Almost all (82%) employers promote their employees to higher level positions, such as: Instructors, Head Instructors, Program Managers, and Center Supervisors.

Skills Important for Career Advancement

Work well with children, organization, continued education, and initiative skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 34.2% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

505

Training Providers (Refer to Appendix E for Contact Information)

Atlas Child Care Careers
Programs: *Child Care and Support Services Management*
Child Care Provider/Assistant
Child Development
Multicultural Education

California Polytechnic State University
Programs: *Child Development, Care and Guidance*
Pre-Elementary/Early Childhood/Kindergarten
Teacher Education

Cuesta College
Programs: *Child Care and Guidance Workers and Managers, General*
Child Development, Care and Guidance

Montessori World Educational Institute
Programs: *Pre-Elementary/Early Childhood/Kindergarten*
Teacher Education

San Luis Coastal Adult School
Programs: *Birthing and Parenting Knowledge and Skills*

Civil Engineers

OES 221210

16 Firms Responded
76 Jobs Represented

Job Description

Civil Engineers perform a variety of engineering work in planning, designing, and overseeing construction and maintenance of structures and facilities, such as roads, railroads, airports, bridges, harbors, channels, dams, irrigation projects, pipelines, power plants, water and sewage systems, and waste disposal units. This occupation includes Traffic Engineers who specialize in studying vehicular and pedestrian traffic conditions.

Common Job Titles

Civil Engineers, Associate Engineers, Staff Engineers, and Engineers

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$15.34 – \$19.18	\$17.74
New hires, experienced	\$20.00 – \$28.77	\$21.58
3+ years with firm	\$14.50*– \$31.86	\$25.95

Other forms of compensation paid by some employers include bonuses ranging from an additional \$0.14 to \$2.40 per hour.

*Out of pattern wages can occur when employers do not hire employees in all experience levels.

Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	Insufficient Data	
New hires, experienced	\$21.68 – \$29.53	\$24.95
3+ years with firm	\$23.91 – \$35.90	\$26.86

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	75%	0%	25%	0%
Dental Insurance:	63%	0%	19%	0%
Vision Insurance:	44%	0%	19%	0%
Life Insurance:	69%	0%	13%	0%
Paid Sick Leave:	100%	6%	0%	0%
Paid Vacation:	100%	6%	0%	0%
Retirement Plan:	69%	0%	13%	0%
Child Care:	0%	0%	0%	0%

Unionization

75% Non-Union

Hours

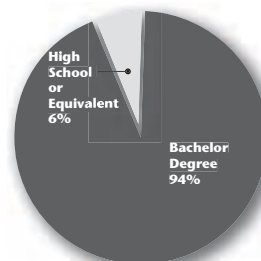
Almost all (96%) employees in this occupation work full time – 40 hours/week, and a few employees work part time – 27 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	75%
Not Required	6%
Preferred	19%

Almost all responding employers require or prefer an average of 34 months of prior work experience. Some (36%) responding employers accept experience in other occupations, such as Environmental Engineers, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	27%
No	73%

Technical or Vocational Training

Required	50%
Not Required	50%
Preferred	0%

Many responding employers require an average of 32 months of civil engineering or drafting (AutoCAD) training.

Skills Information

Skills in: surveying, cost estimating, organizational, and analytical skills; Ability to: perform advanced mathematical computations, travel, and work overtime; Licenses: Civil Engineer

New skills sought by a few employers were sales, marketing, and project management.

Computer software skills were sought by almost all employers in word processing and spreadsheet programs, many employers sought skills in computer aided design (CAD) and database programs.

Employment Trends

Supply & Demand Assessment

A few (18%) employers found hiring inexperienced qualified applicants to be moderately difficult. Almost all (82%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	12%
Remained Stable	69%
Grew	19%

Sources of Filled Vacancies

Of the 11 positions filled in the last 12 months, 64% were hired to fill vacated positions, 27% were hired to fill new positions, and 9% were hired to fill vacated positions due to promotions.

Turnover

11%

The five recruitment strategies most successfully used by employers include:

Newspaper Ads	75%
Colleges/Universities	31%
Employee Referrals	31%
Internet	31%
Trade Journals	31%

Occupation Size

Medium (270 – 310)

Employee Profile

89% Male
11% Female

Where the Jobs Are

SIC 1611 – Highway and Street Construction
SIC 8711 – Engineering Services
SIC 8748 – Business Consulting Services
SIC 9020 – State Government, Excluding Hospital and Education
SIC 9030 – Local Government, Excluding Hospital and Education

Projections

1999 – 2006 Growth Rate:
Average (14.8%)

Over the Next 24 Months

Many (56%) employers expect employment in this occupation to remain stable, some (38%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Almost all (81%) employers promote their employees to higher level positions, such as: Senior Civil Engineers, Principal Engineers, and City Engineers.

Skills Important for Career Advancement

Written and oral communication, understanding engineering principles, project management, continued education, and managerial skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 19.8% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

39

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: Architectural Engineering
Civil Engineering, General
Engineering Science
Engineering/Industrial Management
Engineering-Related Technology/Technician, General
Environmental/Environmental Health Engineering
Transportation and Highway Engineering
Water Resources Engineering

Cuesta College
Programs: Architectural Engineering Technology/Technician
Engineering Science
Engineering, General

Combined Food Preparation and Service Workers

OES 650410

18 Firms Responded
326 Jobs Represented

Job Description

Combined Food Preparation and Service Workers do both food preparation and food service; does not include workers who spend more than 80 percent of their time in only one of these two areas.

Common Job Titles

Food Preparers, Kitchen Preparers, Preparation Cooks, and Servers

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.25 – \$7.50	\$6.25
New hires, experienced	\$6.25 – \$8.50	\$7.13
3+ years with firm	\$6.25 – \$11.00	\$8.63

Other forms of compensation paid by some employers include tips ranging from an additional \$1.50 to \$29.35 per hour depending on work schedule.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	11%	0%	17%	6%
Dental Insurance:	6%	0%	17%	0%
Vision Insurance:	0%	0%	17%	0%
Life Insurance:	6%	0%	6%	6%
Paid Sick Leave:	17%	0%	0%	0%
Paid Vacation:	33%	11%	0%	0%
Retirement Plan:	6%	0%	0%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

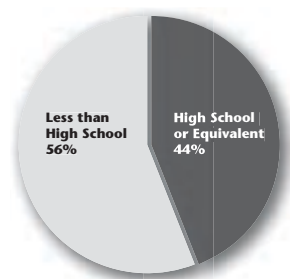
Most (79%) employees in this occupation work part time – 22 hours/week, some (20%) work full time – 38 hours/week, and a few work temporary – 3 hours/week.

Shifts

All (100%) responding employers offer day shifts, most offer swing shifts, and some offer evening shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	17%
Not Required	50%
Preferred	33%

Many responding employers require or prefer an average of 13 months of prior work experience. Almost all (83%) responding employers accept experience in other occupations, such as Cashiers, Caterers, or any restaurant-related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	56%
No	44%

Technical or Vocational Training

Required	0%
Not Required	89%
Preferred	11%

A few responding employers prefer an average of 2 months of food service training.

Skills Information

Skills in: short-order cooking, cash register operation, and public contact; Ability to: stand continuously for two or more hours and work at a quick pace

Computer software skills were sought by a few employers in word processing and point-of-sale programs.

Combined Food Preparation and Service Workers

Researched in 2001

Employment Trends

Supply & Demand Assessment

Most (78%) employers found hiring inexperienced qualified applicants to be moderately difficult. Some (22%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	50%
Grew	44%

Sources of Filled Vacancies

Of the 153 positions filled in the last 12 months, 79% were hired to fill vacated positions, 10% were hired to fill new positions, 8% were hired to fill vacated positions due to promotions, and 3% were hired to fill temporary positions.

Turnover

43%

The three recruitment strategies most successfully used by employers include:

Employee Referrals	72%
Walk-in Applicants	72%
Newspaper Ads	44%

Occupation Size

Very Large (1,410 – 1,470)

Employee Profile

62% Female
38% Male

Where the Jobs Are

SIC 5812 – Eating and Drinking Places

Projections

1999 – 2006 Growth Rate:
Slower than average (4.3%)

Over the Next 24 Months

Many (50%) employers expect employment in this occupation to remain stable and many (50%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Almost all (89%) employers promote their employees to higher level positions, such as: Shift Leaders, Chefs, Kitchen Managers, Assistant Managers, Managers, and General Managers.

Skills Important for Career Advancement

Leadership, customer service, dependability, communication, multi-tasking, bookkeeping, and management skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 16.4% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

None

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Food Sciences and Technology*
Foods and Nutrition Studies, General
Nutritional Sciences

Cuesta College
Programs: *Food Sciences and Technology*
Nutritional Sciences

California Polytechnic State University, Extended Studies
Programs: *Culinary Arts and Related Services, Other*

Computer Aided Design (CAD) Technicians

Non-OES 003362999

17 Firms Responded
64 Jobs Represented

Job Description

Computer Aided Design (CAD) Technicians operate computer-aided design systems and peripheral equipment to draft and modify drawings from rough or detailed sketches or notes to specified dimensions for manufacturing, construction, engineering, or other purposes. They utilize knowledge of various CAD programs, machines, engineering practices, mathematics, building materials, and other physical sciences to complete drawings.

Common Job Titles

CAD Technicians, CAD Drafters, Engineering Technicians, and Associate Engineers

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$8.00 – \$12.00	\$8.50
New hires, experienced	\$10.00 – \$17.00	\$13.50
3+ years with firm	\$12.00 – \$22.00	\$17.00

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.14 to \$0.72 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	71%	6%	12%	0%
Dental Insurance:	18%	0%	6%	0%
Vision Insurance:	18%	0%	6%	0%
Life Insurance:	41%	0%	0%	0%
Paid Sick Leave:	88%	6%	0%	0%
Paid Vacation:	94%	6%	0%	0%
Retirement Plan:	59%	0%	18%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include cafeteria plans.

Unionization

100% Non-Union

Hours

Most (77%) employees in this occupation work full time – 41 hours/week, some work part time –

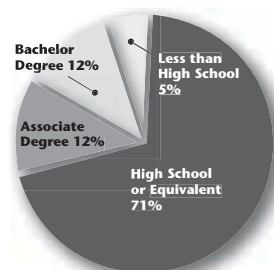
21 hours/week, and a few work temporary – 24 hours/week.

Shifts

Almost all (94%) responding employers offer day shifts and a few responding employers offer swing and flexible shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	35%
Not Required	0%
Preferred	65%

All responding employers require or prefer an average of 14 months of prior work experience. Many (47%) responding employers accept experience in other occupations, such as construction or architecture related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	76%
No	24%

Technical or Vocational Training

Required	41%
Not Required	18%
Preferred	41%

Almost all responding employers require or prefer an average of 12 months of AutoCAD, drafting, or architecture training.

Computer Aided Design (CAD) Technicians

Researched in 2001

Skills Information

Skills in: drafting, mechanical drawing, trigonometry, and knowledge of construction terms; Ability to: read blueprints/working drawings, interpret data, and concentrate for long periods of time

Computer software skills were sought by almost all employers in drafting (AutoCAD) programs, many employers sought skills in word processing and spreadsheet programs, and a few employers sought skills in database and desktop publishing programs.

Employment Trends

Supply & Demand Assessment

Many (47%) employers found hiring inexperienced qualified applicants to be moderately difficult. Many (53%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	41%
Grew	59%

Sources of Filled Vacancies

Of the 32 positions filled in the last 12 months, 59% were hired to fill new positions, 25% were hired to fill temporary positions, and 16% were hired to fill vacated positions.

Turnover

11%

The three recruitment strategies most successfully used by employers include:

Colleges/Universities	76%
Employee Referrals	71%
Newspaper Ads	59%

Occupation Size

This information is not available for non-OES occupations.

Employee Profile

75% Male

25% Female

Where the Jobs Are

SIC 8711 – Engineering Services

SIC 8712 – Architectural Services

SIC 8748 – Business Consulting Services

Projections

1999 – 2006 Growth Rate:

This information is not available for non-OES occupations.

Over the Next 24 Months

Many (59%) employers expect employment in this occupation to grow and many (41%) employers expect employment in this occupation to remain stable.

Other Relevant Information

Promotional Opportunities

Almost all (88%) employers promote their employees to higher level positions, such as: Project Managers, Designers, Associate Engineers, and Senior Engineers.

Skills Important for Career Advancement

Knowledge of construction methods, accuracy, efficiency, communication, architecture design, and project management skills

State Outlook

This information is not available for non-OES occupations.

California Occupational Guide Number

338

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Architectural Engineering*

Architecture

Computer Sciences

Design and Applied Arts, Other

Graphic Design, Commercial Art and Illustration

Cuesta College

Programs: *Architectural Engineering Technology/Technician*

Architecture and Related Programs, Other

Drafting, General

MacTeacher

Programs: *Drafting, General*

Computer and Software Support Technicians

Non-SOC 151041009

15 Firms Responded
29 Jobs Represented

Job Description

Computer and Software Support Technicians assist in monitoring operations of computers and peripheral equipment. They have knowledge of a variety of word processing, spreadsheet, and data base applications. They assist and provide in the operation of computers, peripheral equipment, and software; enter commands to help computer operators identify and correct errors; revise input data and programs; recommend changes in programs, in routines, and in quality-control standards to improve computer operating efficiency.

Common Job Titles

Computer Technicians, Systems Technicians, and Information Support Technicians

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$10.00 – \$17.26	\$15.00
New hires, experienced	\$10.00 – \$20.00	\$15.65
3+ years with firm	\$15.00 – \$25.00	\$20.05

Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$11.74 – \$17.65	\$14.30
New hires, experienced	\$12.15 – \$18.53	\$15.72
3+ years with firm	\$12.58 – \$20.43	\$17.69

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	14%	33%	86%	33%
Dental Insurance:	21%	0%	64%	33%
Vision Insurance:	14%	0%	71%	33%
Life Insurance:	50%	33%	0%	0%
Sick Leave:	79%	67%	7%	0%
Vacation:	93%	67%	7%	0%
Retirement Plan:	14%	0%	50%	33%
Child Care:	0%	0%	0%	0%

Unionization

67% Non-Union

Hours

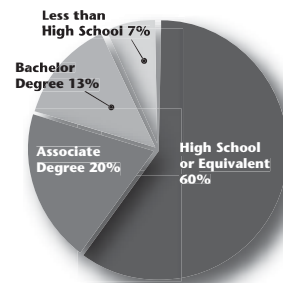
Almost all (86%) employees in this occupation work full time – 40 hours/week and a few employees work part time – 23 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	80%
Not Required	0%
Preferred	20%

All responding employers require or prefer an average of 18 months of prior work experience. Some (21%) responding employers accept experience in other computer related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	53%
No	47%

Technical or Vocational Training

Required	20%
Not Required	53%
Preferred	27%

Many responding employers require or prefer an average of 10 months of computer training.

Skills Information

Skills in: computer networking technology, performing minor repairs to hardware, software, or peripheral equipment, evaluating computer system user requests or requirements, and recommending purchases or repairs; Ability to: conduct computer diagnostics, use relational database software, and follow data security procedures

New skills sought by a few employers were knowledge of new hardware and software applications.

Computer and Software Support Technicians

Researched in 2003

Computer software skills were sought by almost all employers in database, word processing, and spreadsheet programs, many employers sought skills in Microsoft Outlook, Microsoft Operating Systems, and various networking programs, and some employers sought skills in desktop publishing programs.

Employment Trends

Supply & Demand Assessment

Many (40%) employers found hiring inexperienced qualified applicants not difficult. Most (60%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	20%
Remained Stable	73%
Grew	7%

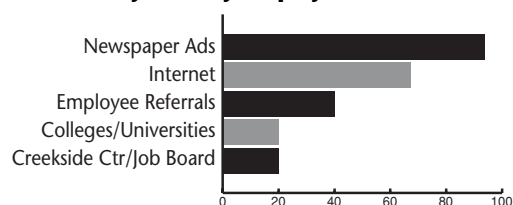
Sources of Filled Vacancies

Of the 4 positions filled in the last 12 months, 75% were hired to fill vacated positions and 25% were hired to fill new positions.

Turnover

11%

The five recruitment strategies most successfully used by employers include:



Occupation Size

This information is not available for non-SOC occupations.

Employee Profile

90% Male

10% Female

Where the Jobs Are

SIC 7371 – Computer Programming Services

SIC 7372 – Prepackaged Software

SIC 8062 – General Medical and Surgical Hospitals

SIC 8211 – Elementary and Secondary Schools

SIC 8222 – Colleges, Universities, and Professional Schools

Projections

2001 – 2008 Growth Rate:

This information is not available for non-SOC occupations.

Over the Next 24 Months

Almost all (80%) employers expect employment in this occupation to remain stable, a few (13%) employers expect employment in this occupation to grow, and a few (7%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Most (67%) employers promote their employees to higher level positions, such as: Programmers, Network Administrators, and Directors of Information Technology.

Skills Important for Career Advancement

Oral and written communication, programming, knowledge of computer networking, management, and technical skills

State Outlook

This information is not available for non-SOC occupations.

California Occupational Guide Number

299

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers

Programs: Computer Systems Networking and Telecommunications
Computer Installation and Repair Technology/Technician

California Polytechnic State University

Programs: Computer Engineering, General
Computer Science

Central California School of Continuing Education

Programs: Computer and Information Sciences and Support Services, Other

CTE Computer Training Centers, Inc.

Programs: Computer and Information Sciences, General

Cuesta College

Programs: Computer Engineering, General
Computer and Information Sciences, General
Computer/Information Technology Services Administration and Management, Other

Lucia Mar Unified Adult Education

Programs: Computer and Information Sciences, General

MacTeacher

Programs: Computer and Information Sciences, General

Professional Career Training Institute

Programs: Computer Installation and Repair Technology/Technician

San Luis Coastal Adult School

Programs: Computer Installation and Repair Technology/Technician

Computer and Information Sciences, General

Shoreline Occupational Services/Goodwill Industries

Programs: Computer and Software Media Applications, Other

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 2001 – 2003

Computer Engineers

OES 221270

16 Firms Responded

74 Jobs Represented

Job Description

Computer Engineers analyze data processing requirements to plan Electronic Data Processing systems to provide system capabilities required for projected workloads. They plan layout and installation of new systems or modification of existing systems. They may set up and control analog or hybrid computer systems to solve scientific and engineering problems.

Common Job Titles

Computer Engineers, Software Engineers, Network Engineers, and Programmers

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$11.99 – \$23.97	\$14.67
New hires, experienced	\$14.38 – \$24.51	\$18.80
3+ years with firm	\$20.50 – \$30.00	\$24.49

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	50%	0%	38%	6%
Dental Insurance:	31%	0%	38%	6%
Vision Insurance:	19%	0%	25%	0%
Life Insurance:	31%	0%	0%	0%
Sick Leave:	81%	0%	0%	0%
Vacation:	94%	6%	0%	0%
Retirement Plan:	25%	0%	25%	6%
Child Care:	0%	0%	6%	0%

Unionization

100% Non-Union

Hours

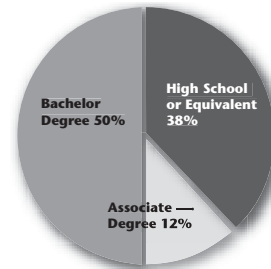
Almost all (88%) employees in this occupation work full time – 43 hours/week and a few employees work part time – 20 hours/week.

Shifts

All (100%) responding employers offer day shifts and some responding employers offer shifts determined on an as-needed basis.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	63%
Not Required	25%
Preferred	12%

Most responding employers require or prefer an average of 23 months of prior work experience. Many (55%) responding employers accept experience in other occupations, such as: Computer Repair Technicians or Network Technicians, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	42%
No	58%

Technical or Vocational Training

Required	25%
Not Required	63%
Preferred	12%

Some responding employers require or prefer an average of 24 months of Microsoft Certified Systems Engineer (MCSE) or Cisco Certified Network Associate (CCNA) training.

Skills Information

Skills in: willingness to work nights, weekends, and holidays and work with close supervision; Ability to: work part as of a team, write documentation of computer procedures, write detailed technical instructions, analyze data to solve problems, perform advanced mathematical computations, and demonstrate knowledge of specific products

New skills sought by many employers were communication, willingness to continue education, Linux, and Cryptography.

Computer Engineers

Researched in 2002

Computer software skills were sought by almost all employers in programming languages such as: JAVA, C++, SQL, and Flash and operating systems such as: Microsoft, Cisco, and Unix; many employers sought skills in database programs, and some employers sought skills in word processing and spreadsheet programs.

Employment Trends

Supply & Demand Assessment

Some (37%) employers found hiring inexperienced qualified applicants to be moderately difficult. Most (63%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	13%
Remained Stable	56%
Grew	31%

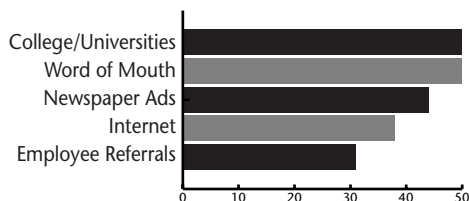
Sources of Filled Vacancies

Of the 14 positions filled in the last 12 months, 43% were hired to fill vacated positions, 43% were hired to fill new positions, and 14% were hired to fill vacated positions due to promotions.

Turnover

12%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Small (120 – 170)

Employee Profile

82% Male

18% Female

Where the Jobs Are

SIC 7371 – Computer Programming Services

SIC 7372 – Prepackaged Software

SIC 7379 – Computer Related Services, Not
Elsewhere Classified

SIC 8062 – General Medical and Surgical Hospitals

Projections

1999 – 2006 Growth Rate:

Much faster than average (41.7%)

Over the Next 24 Months

Most (75%) employers expect employment in this occupation to grow, a few (19%) employers expect employment in this occupation to remain stable, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Most (75%) employers promote their employees to higher level positions, such as: Senior Computer Engineers, Senior Software Engineers, Project Managers, and System Administrators.

Skills Important for Career Advancement

Leadership, management, communication, organization, ability to work independently, computer technical expertise, and interpersonal skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 76.4% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

488

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Computer Engineering, General*

California Polytechnic State University, Extended Studies
Programs: *Information Science/Studies*

Cuesta College
Programs: *Computer Engineering, General*

Computer Network Administrators and Managers

Non-OES 031262999

16 Firms Responded
17 Jobs Represented

Job Description

Computer Network Administrators and Managers direct and oversee a firm's computer network and its related computing environments, including hardware, software, and all configurations. The network may be a Local Area Network (LAN) or a Wide Area Network (WAN) or both. They may make recommendations or make decisions regarding the purchase of equipment and report the fiscal impact to other company managers. They often plan and track projects, write proposals, and troubleshoot both operating system software and hardware. They often manage a team consisting of analysts and technicians, although in smaller companies they may work independently.

Common Job Titles

Computer Network Administrators, Information Systems Managers, and Directors of Information Technology

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	Insufficient Data	
New hires, experienced	\$10.96 – \$32.00	\$22.54
3+ years with firm	\$16.44 – \$37.40	\$25.17

Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	Insufficient Data	
New hires, experienced	\$14.00 – \$20.45	\$17.78
3+ years with firm	\$15.00 – \$24.86	\$19.82

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	44%	0%	50%	0%
Dental Insurance:	50%	0%	44%	0%
Vision Insurance:	50%	0%	44%	0%
Life Insurance:	50%	0%	19%	0%
Paid Sick Leave:	94%	0%	0%	0%
Paid Vacation:	100%	0%	0%	0%
Retirement Plan:	44%	0%	44%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include administrative leave and employee ownership programs.

Unionization

75% Non-Union

Hours

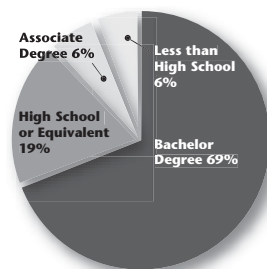
All (100%) employees in this occupation work full time – 41 hours/week.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer shifts determined on an as-needed basis.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	94%
Not Required	6%
Preferred	0%

Almost all responding employers require an average of 41 months of prior work experience. Some (31%) responding employers accept experience in other computer related occupations to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	40%
No	60%

Technical or Vocational Training

Required	56%
Not Required	38%
Preferred	6%

Most responding employers require or prefer an average of 32 months of computer networking, computer science, or management information systems training.

Skills Information

Skills in: supervising and understanding local area and wide area networks; Ability to: use operating manuals, analyze data to solve problems, and communicate technical information to non-technical staff.

Computer Network Administrators and Managers

Researched in 2001

New skills sought by some employers were router configuration, budget drafting, and willingness to continue education.

Computer software skills were sought by almost all employers in word processing, spreadsheet, and database programs and most employers sought skills in operating systems (Microsoft Windows NT and UNIX), desktop publishing, and network routing programs (Novell).

Employment Trends

Supply & Demand Assessment

A few (5%) employers found hiring inexperienced qualified applicants to be very difficult. Almost all (95%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	81%
Grew	19%

Sources of Filled Vacancies

Of the 3 positions filled in the last 12 months, 100% were hired to fill new positions.

Turnover

0%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	81%
Internet	63%
Colleges/Universities	25%

Occupation Size

This information is not available for non-OES occupations.

Employee Profile

82% Male
18% Female

Where the Jobs Are

SIC 2711 – Newspapers: Publishing or Publishing and Printing

SIC 6732 – Educational, Religious, and Charitable Trusts

SIC 7375 – Information Retrieval Services

SIC 8011 – Offices and Clinics of Doctors of Medicine

SIC 8211 – Elementary and Secondary Schools

SIC 8322 – Individual and Family Social Services

SIC 9030 – Local Government, Excluding Hospital and Education

Projections

1999 – 2006 Growth Rate:

This information is not available for non-OES occupations.

Over the Next 24 Months

Many (53%) employers expect employment in this occupation to remain stable and many (47%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

A few (19%) employers promote their employees to higher level positions, such as: Professional Managers and System Administrators.

Skills Important for Career Advancement

Written and oral communications, continued education, technical expertise, and people skills

State Outlook

This information is not available for non-OES occupations.

California Occupational Guide Number

2001-A

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Computer Engineering*
Computer Science

California Polytechnic State University, Extended Studies
Programs: *Information Sciences and Systems*

Central California School of Continuing Education
Programs: *Computer and Information Sciences, Other*
Computer Maintenance Technology/Technician

CTE Computer Training Centers, Inc.
Programs: *Computer and Information Sciences, General*

Cuesta College
Programs: *Computer and Information Sciences, General*
Computer Engineering

Lucia Mar Unified Adult Education
Programs: *Computer and Information Sciences, General*

MacTeacher
Programs: *Computer and Information Sciences, General*

San Luis Coastal Adult School
Programs: *Computer and Information Sciences, General*

Shoreline Occupational Services/Goodwill Industries
Programs: *Computer and Information Sciences, General*

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 2001 – 2003

Construction Managers

OES 150170

15 Firms Responded

61 Jobs Represented

Job Description

Construction Managers plan, organize, direct, control, or coordinate, usually through subordinate supervisory personnel, activities concerned with the construction and maintenance of structures, facilities, and systems, including specialized construction fields, such as carpentry or plumbing. This occupation does not include general managers of large construction contracting firms.

Common Job Titles

Construction Managers, Project Managers, Project Supervisors, and Foremen

Wages and Benefits

All Employers Wages (Union and Non-Union)

	<u>Range</u>	<u>Median</u>
New hires, no experience	Insufficient Data	
New hires, experienced	\$11.51 – \$31.16	\$21.50
3+ years with firm	\$16.00 – \$34.52	\$26.67

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$3.00 to \$5.50 per hour for experienced employees after three years with firm.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	27%	0%	40%	0%
Dental Insurance:	27%	0%	13%	0%
Vision Insurance:	20%	0%	7%	0%
Life Insurance:	27%	0%	0%	0%
Sick Leave:	47%	0%	0%	0%
Vacation:	67%	0%	7%	0%
Retirement Plan:	27%	0%	47%	0%
Child Care:	7%	0%	0%	0%

Other benefits offered include use of company vehicle and cell phone.

Unionization

87% Non-Union

Hours

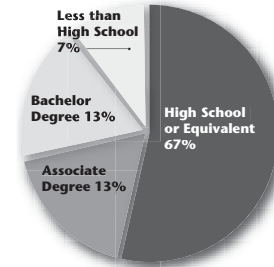
All (100%) employees in this occupation work full time – 41 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	93%
Not Required	0%
Preferred	7%

All responding employers require or prefer an average of 31 months of prior work experience. Most (62%) responding employers accept experience in construction related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	27%
No	73%

Technical or Vocational Training

Required	7%
Not Required	73%
Preferred	20%

Some responding employers require or prefer an average of 8 months of construction management, project coordination, or construction estimation training.

Skills Information

Skills in: civil engineering, landscape site planning, understanding building codes, OSHA safety standards, contract law and commercial real estate practices; Ability to: hire and assign personnel, estimate costs, and submit bids; Licenses: possession of a contractor's license (Class A, B, and/or C)

New skills sought by a few employers were ability to read blueprints, negotiation, verbal, and knowledge of specific test equipment.

Computer software skills were sought by most employers in word processing, spreadsheet, scheduling, and estimating programs.

Employment Trends

Supply & Demand Assessment

A few (7%) employers found hiring inexperienced qualified applicants to be very difficult. Almost all (93%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	60%
Grew	40%

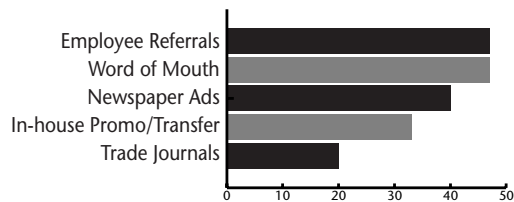
Sources of Filled Vacancies

Of the 18 positions filled in the last 12 months, 56% were hired to fill new positions, 28% were hired to fill vacated positions, 11% were hired to fill vacated positions due to promotions, and 5% were hired to fill temporary positions.

Turnover

14%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Small (130 – 160)

Employee Profile

93% Male
7% Female

Where the Jobs Are

SIC 1521 – General Contractors-Single Family Houses
SIC 1522 – General Contractors-Residential Buildings, Other Than Single-Family

SIC 1541 – General Contractors-Industrial Buildings and Warehouses
SIC 1542 – General Contractors-Non Residential Buildings, Other Than Industrial Buildings and Warehouses
SIC 1629 – Heavy Construction, Not Elsewhere Classified
SIC 1731 – Electrical Work

Projections

1999 – 2006 Growth Rate:
Faster than average (23.1%)

Over the Next 24 Months

Many (53%) employers expect employment in this occupation to remain stable while many (47%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (60%) employers promote their employees to higher level positions, such as: Directors of Operations and General Managers.

Skills Important for Career Advancement

Leadership, management, supervisory, organizational, construction methodology, and communication skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 24.1% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

None

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Construction Management*
Carpenters Union Local 1800
Programs: *Construction Management*

Contractors License Courses of California
Programs: *Building/Construction Finishing, Management, and Inspection, Other*
Cuesta College
Programs: *Construction Engineering Technology/Technician*

Cooks – Restaurant

OES 650260

16 Firms Responded
156 Jobs Represented

Job Description

Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other food-stuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu.

Common Job Titles

Cooks, Prep Cooks, Line Cooks, Sous Chefs, and Chefs

Wages and Benefits

All Employers Wages (Union and Non-Union)

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$6.75 – \$8.50	\$7.50
New hires, experienced	\$7.00 – \$12.00	\$9.25
3+ years with firm	\$8.00 – \$15.00	\$11.00

Other forms of compensation paid by many employers include tips ranging from an additional \$0.50 to \$0.96 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	6%	0%	19%	0%
Dental Insurance:	6%	0%	6%	0%
Vision Insurance:	6%	0%	6%	0%
Life Insurance:	13%	0%	0%	0%
Sick Leave:	31%	0%	0%	0%
Vacation:	56%	0%	6%	0%
Retirement Plan:	19%	0%	19%	6%
Child Care:	0%	0%	0%	0%

Unionization

94% Non-Union

Hours

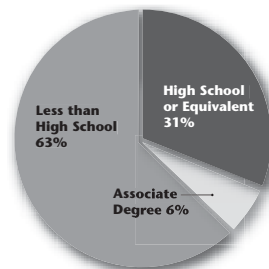
Most (76%) employees in this occupation work full time – 41 hours/week and some employees work part time – 29 hours/week.

Shifts

Almost all (94%) responding employers offer day shifts, almost all offer swing shifts, and a few offer evening shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	63%
Not Required	12%
Preferred	25%

Almost all responding employers require or prefer an average of 16 months of prior work experience. Many (57%) responding employers accept experience in other restaurant-related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	64%
No	36%

Technical or Vocational Training

Required	6%
Not Required	88%
Preferred	6%

A few responding employers require or prefer an average of 36 months of culinary training.

Skills Information

Skills in: food baking, menu planning, sauce making, and cooking a variety of ethnic foods; Ability to: plan and organize the work of others, stand continuously for two or more hours, lift thirty pounds repeatedly, and work under pressure

New skills sought by some employers were good communication, willingness to learn, and certification in food safety.

Computer software skills were not sought by a significant amount of employers.

Employment Trends

Supply & Demand Assessment

Some (37%) employers found hiring inexperienced qualified applicants to be moderately difficult. Most (63%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	81%
Grew	13%

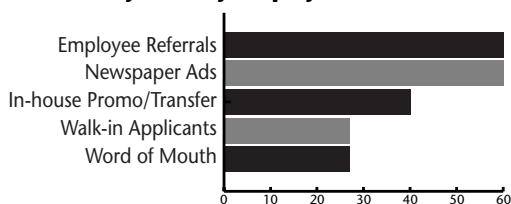
Sources of Filled Vacancies

Of the 65 positions filled in the last 12 months, 94% were hired to fill vacated positions, 5% were hired to fill new positions, and 1% were hired to fill vacated positions due to promotions.

Turnover

41%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Very Large (930 – 1,030)

Employee Profile

94% Male
6% Female

Where the Jobs Are

SIC 5812 – Eating Places
SIC 7011 – Hotels and Motels

Projections

1999 – 2006 Growth Rate:
Slower than average (10.8%)

Over the Next 24 Months

Most (75%) employers expect employment in this occupation to remain stable while some (25%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (75%) employers promote their employees to higher level positions, such as: Head Chef, Assistant Kitchen Managers, Kitchen Managers, and Managers.

Skills Important for Career Advancement

Reliability, responsibility, enthusiasm, teamwork, ability to work in fast paced environment, and leadership skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 24.6% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

93

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University, Extended Studies
Programs: *Culinary Arts and Related Services, Other*

San Luis Coastal Adult School
Programs: *Cooking and Other Domestic Skills*

Counter and Rental Clerks

OES 490170

16 Firms Responded
98 Jobs Represented

Job Description

Counter and Rental Clerks receive articles and/or orders for services, such as rentals, repairs, dry-cleaning, and storage. They may compute cost and accept payment.

Common Job Titles

Rental Clerks, Counter Clerks, Counter Agents, and Customer Service Representatives

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.75 – \$8.65	\$7.00
New hires, experienced	\$6.75 – \$10.00	\$7.50
3+ years with firm	\$6.75 – \$14.00	\$9.00

Other forms of compensation paid by some employers include bonuses and commissions ranging from an additional \$0.12 to \$0.75 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	25%	0%	25%	0%
Dental Insurance:	0%	0%	6%	0%
Vision Insurance:	6%	0%	6%	0%
Life Insurance:	6%	0%	0%	0%
Sick Leave:	38%	0%	0%	0%
Vacation:	50%	6%	0%	0%
Retirement Plan:	6%	0%	6%	0%
Child Care:	6%	0%	0%	0%

Unionization

100% Non-Union

Hours

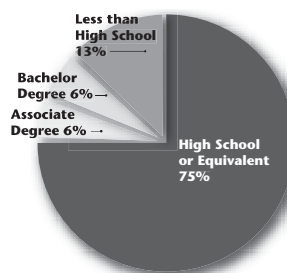
Many (52%) employees in this occupation work part time – 23 hours/week and many (48%) employees work full time – 39 hours/week.

Shifts

Almost all (88%) responding employers offer day shifts, many (50%) offer swing shifts, and some offer evening and weekend shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	0%
Not Required	56%
Preferred	44%

Many responding employers prefer an average of 8 months of prior work experience. All (100%) responding employers accept experience in other customer service related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	29%
No	71%

Technical or Vocational Training

Required	0%
Not Required	94%
Preferred	6%

A few responding employers prefer an average of 3 months of work related training.

Skills Information

Skills in: customer service, basic math, and cash handling; Ability to: read and follow instructions, stand continuously for two or more hours, and operate a cash register

New skills sought by a few employers were willingness to continue education.

Computer software skills were sought by many employers in basic computer programs and a few employers sought skills in word processing programs.

Counter and Rental Clerks

Researched in 2002

Employment Trends

Supply & Demand Assessment

All (100%) employers found hiring inexperienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	56%
Grew	44%

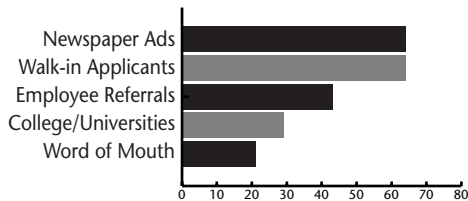
Sources of Filled Vacancies

Of the 53 positions filled in the last 12 months, 64% were hired to fill vacated positions, 23% were hired to fill new positions, and 13% were hired to fill vacated positions due to promotions.

Turnover

48%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Large (330 – 420)

Employee Profile

54% Female

46% Male

Where the Jobs Are

SIC 7514 – Passenger Car Rental

SIC 7841 – Video Tape Rental

SIC 7991 – Physical Fitness Facilities

SIC 7999 – Amusement and Recreation Services,
Not Elsewhere Classified

Projections

1999 – 2006 Growth Rate:

Must faster than average (27.3%)

Over the Next 24 Months

Most (69%) employers expect employment in this occupation to remain stable, some (25%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Most (69%) employers promote their employees to higher level positions, such as: Supervisors, Assistant Managers, and Managers.

Skills Important for Career Advancement

Desire to exceed, sales, and customer service skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 30.7% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

511

Training Providers (Refer to Appendix E for Contact Information)

Shoreline Occupational Services/Goodwill Industries

Programs: *Retailing and Retail Operations*

Dental Assistants

SOC 319091

16 Firms Responded
78 Jobs Represented

Job Description

Assist dentist, set up patient and equipment, and keep records.

Common Job Titles

Dental Assistants and Registered Dental Assistants (RDAs)

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$9.50 – \$14.00	\$13.00
New hires, experienced	\$11.50 – \$17.00	\$14.00
3+ years with firm	\$14.00 – \$20.00	\$17.00

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.52 to \$1.73 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	56%	0%	25%	11%
Dental Insurance:	44%	22%	25%	11%
Vision Insurance:	19%	11%	0%	0%
Life Insurance:	13%	0%	0%	11%
Sick Leave:	69%	11%	0%	11%
Vacation:	100%	44%	0%	11%
Retirement Plan:	75%	22%	6%	11%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

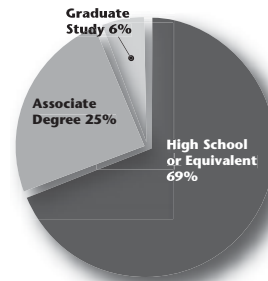
Almost all (81%) employees in this occupation work full time – 37 hours/week and a few employees work part time – 24 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	56%
Not Required	0%
Preferred	44%

All responding employers require or prefer an average of 14 months of prior work experience. A few (13%) responding employers accept experience in other medical related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	63%
No	37%

Technical or Vocational Training

Required	75%
Not Required	12%
Preferred	13%

Almost all responding employers require or prefer an average of 6 months of dental assisting and x-ray training.

Skills Information

Skills in: record keeping, understanding of coronal polishing, and knowledge of dental materials; Ability to: follow billing procedures, perform or assist with dental procedures, complete and explain insurance forms, and follow oral instructions; Certifications: Registered Dental Assistants (RDA), Registered Dental Assistants in Extended Functions (RDAEF), and Radiation Safety; Licenses: X-Ray Technician, Limited

Computer software skills were sought by some employers in word processing programs, and a few employers sought skills in database and dental programs (such as: Dentrinx).

Employment Trends

Supply & Demand Assessment

Many (44%) employers found hiring inexperienced qualified applicants to be very difficult. Many (56%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	63%
Grew	37%

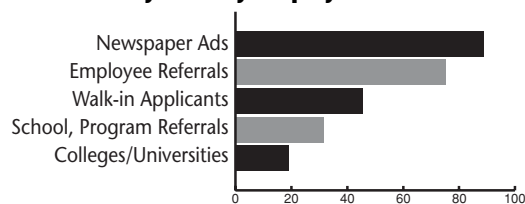
Sources of Filled Vacancies

Of the 24 positions filled in the last 12 months, 67% were hired to fill vacated positions and 33% were hired to fill new positions.

Turnover

23%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Large (460 – 560)

Employee Profile

96% Female
4% Male

Where the Jobs Are

SIC 8021 – Offices and Clinics of Dentists

Projections

2001 – 2008 Growth Rate:
Faster than average (21.7%)

Over the Next 24 Months

Almost all (81%) employers expect employment in this occupation to remain stable and a few (19%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Some (25%) employers promote their employees to higher level positions, such as: Office Managers and Business Coordinators.

Skills Important for Career Advancement

Public contact, coronal polishing, education, and multi-tasking skills

State Outlook

Between 2000 – 2010, this occupation is expected to grow 50.4% while the total growth for all occupations is expected to grow 22.2% during this period in California.

California Occupational Guide Number

27

Training Providers (Refer to Appendix E for Contact Information)

Central California School of Continuing Education
Programs: *Dental Assisting/Assistant*

Desktop Publishing – Graphic Designers

Non-OES 979382999

15 Firms Responded
50 Jobs Represented

Job Description

Desktop Publishing – Graphic Designers use desktop publishing software to lay out pages, select size and style of type, and enter text and graphics into computer to produce printed materials, such as advertisements, brochures, newsletters, and forms, applying knowledge of graphic arts techniques and typesetting.

Common Job Titles

Graphic Designers and Graphic Artists

Wages and Benefits

All Employers Wages (Union and Non-Union)

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$7.25 – \$13.15	\$8.90
New hires, experienced	\$8.00 – \$17.36	\$13.00
3+ years with firm	\$10.83 – \$22.00	\$16.00

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	27%	7%	33%	0%
Dental Insurance:	40%	7%	13%	0%
Vision Insurance:	27%	0%	13%	0%
Life Insurance:	40%	0%	7%	0%
Sick Leave:	60%	7%	7%	0%
Vacation:	73%	7%	7%	0%
Retirement Plan:	13%	7%	27%	0%
Child Care:	0%	0%	0%	0%

Unionization

87% Non-Union

Hours

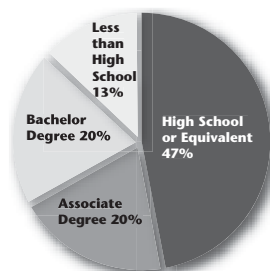
Almost all (84%) employees in this occupation work full time – 40 hours/week, a few work part time – 23 hours/week, and a few work temporary – 12 hours/week.

Shifts

All (100%) responding employers offer day shifts, some offer swing shifts, and a few offer graveyard shifts and shifts determined on an as-needed basis.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	80%
Not Required	7%
Preferred	13%

Almost all responding employers require or prefer an average of 21 months of prior work experience. Many (45%) responding employers accept experience in other design related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	43%
No	57%

Technical or Vocational Training

Required	40%
Not Required	47%
Preferred	13%

Many responding employers require or prefer an average of 15 months of computer graphics training.

Skills Information

Skills in: Computer Assisted Design (CAD), layout and detail, freehand drawing, lithographic camera work, and imagination and creativity; Ability to: interview others for information, meet deadlines, submit portfolio of work, and work under pressure

New skills sought by a few employers were willingness to stay current with new software programs, web design, and customer interaction.

Computer software skills were sought by almost all employers in desktop publishing programs, many employers sought skills in QuarkXPress, Macromedia Dreamweaver, Adobe PhotoShop, PageMaker, and Illustrator and some employers sought skills in word processing programs.

Desktop Publishing – Graphic Designers

Researched in 2002

Employment Trends

Supply & Demand Assessment

A few (20%) employers found hiring inexperienced qualified applicants to be moderately difficult. Almost all (80%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	67%
Grew	33%

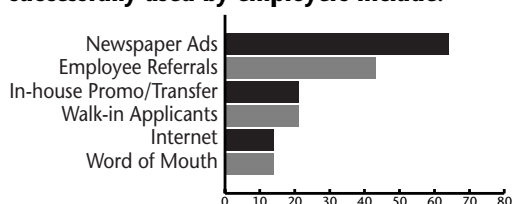
Sources of Filled Vacancies

Of the 12 positions filled in the last 12 months, 51% were hired to fill vacated positions, 33% were hired to fill new positions, 8% were hired to fill vacated positions due to promotions, and 8% were hired to fill temporary positions.

Turnover

15%

The six recruitment strategies most successfully used by employers include:



Occupation Size

This information is not available for non-OES occupations.

Employee Profile

52% Male
48% Female

Where the Jobs Are

SIC 2752 – Commercial Printing, Lithographic
SIC 7311 – Advertising Agencies
SIC 7336 – Commercial Art and Graphic Design

Projections

1999 – 2006 Growth Rate:

This information is not available for non-OES occupations.

Over the Next 24 Months

Most (73%) employers expect employment in this occupation to remain stable while some (27%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Some (33%) employers promote their employees to higher level positions, such as: Senior Designers and Creative Directors.

Skills Important for Career Advancement

Knowledge of programs, attention to detail, strong work ethic, willing and eager to learn, and creativity skills

State Outlook

This information is not available for non-OES occupations.

California Occupational Guide Number

86

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers

Programs: *Web Page, Digital/Multimedia and Information Resources Design*
Prepress/Desktop Publishing and Digital Imaging Design

California Polytechnic State University

Programs: *Design and Applied Arts, Other Design and Visual Communications, General Graphic Design*

CTE Computer Training Centers, Inc.

Programs: *Graphic and Printing Equipment Operator, General Production*

Computer Training Network

Programs: *Web Page, Digital/Multimedia and Information Resources Design*
Prepress/Desktop Publishing and Digital Imaging Design

MacTeacher

Programs: *Graphic and Printing Equipment Operator, General Production*
Graphic Design

CAD/CADD Drafting and/or Design Technology/Technician

Web Page, Digital/Multimedia and Information Resources Design

Professional Career Training Institute

Programs: *Web Page, Digital/Multimedia and Information Resources Design*

Electricians

OES 872020

18 Firms Responded
189 Jobs Represented

Job Description

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. This occupation includes Protective Signal Installers and Repairers and Street Light Servicers.

Common Job Titles

Apprentice Electricians, Electricians, and Journeyman Electricians

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$7.00 – \$10.00	\$9.00
New hires, experienced	\$8.00 – \$20.00	\$14.00
3+ years with firm	\$12.00 – \$23.00	\$18.50

Other forms of compensation paid by a few employers include commissions of an additional \$2.40 per hour.

Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	Insufficient Data	
New hires, experienced	\$19.30 – \$25.25	\$25.25
3+ years with firm	\$25.00 – \$25.75	\$25.25

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	67%	0%	6%	0%
Dental Insurance:	33%	0%	6%	0%
Vision Insurance:	22%	0%	6%	0%
Life Insurance:	6%	0%	0%	0%
Paid Sick Leave:	33%	0%	0%	0%
Paid Vacation:	72%	0%	0%	0%
Retirement Plan:	28%	0%	6%	0%
Child Care:	0%	0%	0%	0%

Unionization

72% Non-Union

Hours

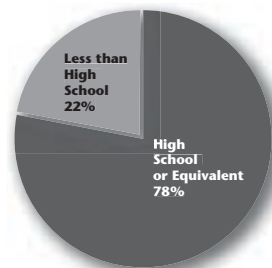
All (100%) employees in this occupation work full time – 41 hours/week.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer swing shifts.

Employment Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	72%
Not Required	17%
Preferred	11%

Almost all responding employers require or prefer an average of 38 months of prior work experience. A few (8%) responding employers accept experience in other occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	33%
No	67%

Technical or Vocational Training

Required	17%
Not Required	83%
Preferred	0%

A few responding employers require an average of 72 months of electrical apprenticeship training.

Skills Information

Skills in: Electrical equipment, soldering, and cost estimating; Ability to: read blueprints, climb ladders, and work independently

New skills sought by some employers were knowledge of electrical building codes.

Computer software skills were sought by a few employers in word processing and spreadsheet programs.

Employment Trends

Supply & Demand Assessment

Some (21%) employers found hiring inexperienced qualified applicants to be very difficult. Most (79%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	22%
Grew	72%

Sources of Filled Vacancies

Of the 54 positions filled in the last 12 months, 70% were hired to fill new positions and 30% were hired to fill vacated positions.

Turnover

11%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	50%
Employee Referrals	39%
Walk-in Applicants	28%

Occupation Size

Large (270 – 320)

Employee Profile

96% Male
4% Female

Where the Jobs Are

SIC 1521 – General Contractors-Single Family Houses
SIC 1731 – Electrical Work

Projections

1999 – 2006 Growth Rate:
Faster than average (18.5%)

Over the Next 24 Months

Most (67%) employers expect employment in this occupation to remain stable while some (33%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Some (22%) employers promote their employees to higher level positions, such as: Foremen and Supervisors.

Skills Important for Career Advancement

Dependability, public relations, work ethics, and math skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 18.2% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

121

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Electrical, Electronic and Communications Engineering Technology/Technician*
Electrical, Electronics and Communications Engineering

Cuesta College
Programs: *Electrical, Electronic and Communications Engineering Technology/Technician*

International Brotherhood of Electrical Workers, Local 639
Programs: *Electrician*

Enologists (Winemakers)

Non-OES 183161999

15 Firms Responded
26 Jobs Represented

Job Description

Enologists direct and coordinate activities concerned with wine production. This involves crushing, fermentation, clarification, aging, blending, and bottling. Working either in their own firm's vineyards or with viticulturists of other grape-vineyards, Enologists examine grape samples to judge sweetness and acidity, to verify sound condition and lack of pesticide residue, and to authenticate grape varieties. They decide when to start the harvest and ensure that grapes are trucked to the crusher quickly and safely. Enologists supervise workers in the crushing and fermentation process, following legal and regulatory practices and record keeping requirements. In smaller operations, they may perform these processing duties themselves.

Common Job Titles

Assistant Winemakers and Winemakers

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	Insufficient Data	
New hires, experienced	\$8.72 - \$32.60	\$21.31
3+ years with firm	\$10.46 - \$42.90	\$23.72

Other forms of compensation paid by some employers include bonuses ranging from an additional \$0.64 to \$2.30 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	67%	0%	33%	0%
Dental Insurance:	53%	0%	20%	0%
Vision Insurance:	33%	0%	20%	0%
Life Insurance:	60%	0%	13%	0%
Sick Leave:	87%	0%	7%	0%
Vacation:	87%	0%	7%	0%
Retirement Plan:	20%	0%	20%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

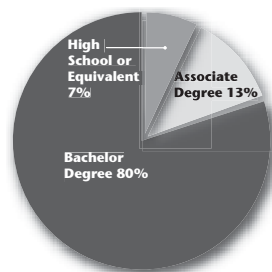
All (100%) employees in this occupation work full time - 47 hours/week.

Shifts

All (100%) responding employers offer day shifts, some offer shifts determined on an as-needed basis, and a few offer swing shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	93%
Not Required	0%
Preferred	7%

Almost all responding employers require or prefer an average of 52 months of prior work experience. Many (53%) responding employers accept experience in agriculture or food and beverage occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	20%
No	80%

Technical or Vocational Training

Required	40%
Not Required	53%
Preferred	7%

Many responding employers require or prefer an average of 38 months of enology, viticulture, or fruit/food science training.

Skills Information

Skills in: knowledge of grape production process, willingness to work nights, weekends, and holidays; Ability to: read and follow instructions, set work priorities, apply materials resource planning (MRP) techniques, plan and organize the work of others, and work under pressure.

New skills sought by some employers were chemistry, biology, new lab technology, and mechanical.

Enologists (Winemakers)

Researched in 2002

Computer software skills were sought by most employers in word processing, spreadsheet, and basic computer programs and some employers sought skills in database programs.

Employment Trends

Supply & Demand Assessment

A few (7%) employers found hiring inexperienced qualified applicants to be very difficult. Almost all (93%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	80%
Grew	20%

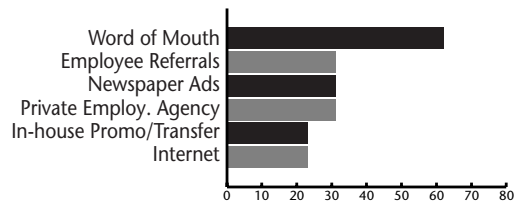
Sources of Filled Vacancies

Of the 5 positions filled in the last 12 months, 60% were hired to fill new positions and 40% were hired to fill vacated positions.

Turnover

9%

The six recruitment strategies most successfully used by employers include:



Occupation Size

This information is not available for non-OES occupations.

Employee Profile

81% Male
19% Female

Where the Jobs Are

SIC 0172 – Grapes
SIC 2084 – Wines, Brandy, and Brandy Spirits

Projections

1999 – 2006 Growth Rate:

This information is not available for non-OES occupations.

Over the Next 24 Months

Most (73%) employers expect employment in this occupation to remain stable while some (27%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Many (53%) employers promote their employees to higher level positions, such as: Directors of Winemaking, Managers, and General Managers.

Skills Important for Career Advancement

Knowledge of vineyards and regions of wine grapes, sensory, production, and leadership skills

State Outlook

This information is not available for non-OES occupations.

California Occupational Guide Number

257

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Agricultural Business and Management, Other*

California Polytechnic State University, Extended Studies

Programs: *Agribusiness/Agricultural Business Operations*

Farmworkers – Food & Fiber Crops

OES 798560

16 Firms Responded
1466 Jobs Represented

Job Description

Farmworkers, Food and Fiber Crops manually plant, cultivate, and harvest food and fiber products such as grains, vegetables, fruits, nuts, and field crops (e.g. cotton, mint, hops, and tobacco). Use hand tools such as shovels, trowels, hoes, tampers, pruning hooks, shears, and knives. Duties may include tilling soil and applying fertilizers; transplanting, weeding, thinning, or pruning crops; applying fungicides, herbicides, or pesticides; and packing and loading harvested products. May construct trellises, repair fences and farm buildings, or participate in irrigation activities. This occupation includes workers involved in expediting pollination and those who cut seed tuber crops into sections for planting.

Common Job Titles

Farm Workers, Farm Laborers, Ranch Workers, and Field Workers

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$6.75 – \$7.64	\$7.00
New hires, experienced	\$6.75 – \$9.00	\$7.00
3+ years with firm	\$6.75 – \$10.00	\$8.13

Other forms of compensation paid by some employers include bonuses ranging from an additional \$0.13 to \$1.60 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	27%	0%	33%	0%
Dental Insurance:	7%	0%	27%	0%
Vision Insurance:	0%	0%	33%	0%
Life Insurance:	7%	0%	27%	0%
Sick Leave:	20%	0%	0%	0%
Vacation:	47%	0%	0%	0%
Retirement Plan:	13%	0%	0%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

Most (64%) employees in this occupation work seasonally – 21 hours/week, some work full time

– 53 hours/week, a few work part time – 55 hours/week*, and a few work temporary – 55 hours/week.

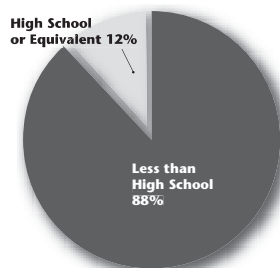
* Hours may vary due to seasonal demand.

Shifts

Almost all (94%) responding employers offer day shifts and a few responding employers offer swing and seasonal shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	6%
Not Required	13%
Preferred	81%

Almost all responding employers require or prefer an average of 4 months of prior work experience. Most (70%) responding employers accept experience in other farming related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	64%
No	36%

Technical or Vocational Training

Required	0%
Not Required	100%
Preferred	0%

Skills Information

Skills in: read and follow directions, willingness to work early and late shifts, and knowledge of pesticides and herbicides; Ability to: operate harvesters, plant and transplant vegetable and field crops, operate equipment, irrigation, and perform strenuous, physically demanding work

Farmworkers – Food & Fiber Crops

Researched in 2002

Computer software skills were not sought by a significant amount of employers.

Employment Trends

Supply & Demand Assessment

Almost all (94%) employers found hiring inexperienced qualified applicants to be moderately difficult. A few (6%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	88%
Grew	6%

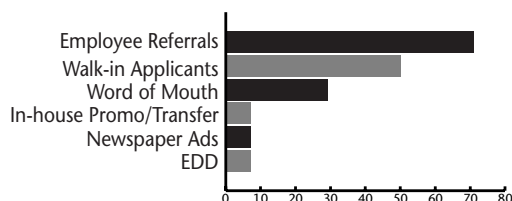
Sources of Filled Vacancies

Of the 1184 positions filled in the last 12 months, 98% were hired to fill seasonal or temporary positions, 1% were hired to fill vacated positions, and 1% were hired to fill new positions.

Turnover

1%

The six recruitment strategies most successfully used by employers include:



Occupation Size

This information is not available.

Employee Profile

72% Male
28% Female

Where the Jobs Are

SIC 0161 – Vegetables and Melons
SIC 0171 – Berry Crops
SIC 0172 – Grapes
SIC 0173 – Tree Nuts
SIC 0761 – Farm Labor Contractors and Crew Leaders

Projections

1999 – 2006 Growth Rate:
This information is not available.

Over the Next 24 Months

Most (75%) employers expect employment in this occupation to remain stable, a few (19%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Many (56%) employers promote their employees to higher level positions, such as: Tractor Drivers, Foremen, Farm Managers, and Supervisors.

Skills Important for Career Advancement

Leadership, dedication, reliability, and workmanship skills

State Outlook

During 1998 – 2008, this occupation is expected to grow 31.5% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

225

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Agronomy and Crop Science*
Crop Production

Cuesta College
Programs: *Crop Production*

California Polytechnic State University, Extended Studies
Programs: *Agronomy and Crop Science*

Financial Managers

OES 130020

16 Firms Responded
23 Jobs Represented

Job Description

Financial Managers plan, organize, direct, control, or coordinate the financial activities of an organization. This occupation includes managers in banks or similar financial institutions who advise on credit and investment policy or negotiate general policy with financial or other institutions.

Common Job Titles

Administrative Services Directors, Accounting Managers, Controllers, Finance Directors, and Chief Financial Officers

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	Insufficient Data	
New hires, experienced	\$14.38 – \$51.14	\$32.19
3+ years with firm	\$19.18 – \$59.91	\$33.80

Other forms of compensation paid by some employers include bonuses ranging from an additional \$0.48 to \$7.99 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	50%	13%	38%	0%
Dental Insurance:	56%	6%	31%	0%
Vision Insurance:	44%	6%	31%	0%
Life Insurance:	63%	6%	13%	0%
Sick Leave:	81%	6%	6%	0%
Vacation:	81%	13%	6%	0%
Retirement Plan:	44%	0%	31%	6%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

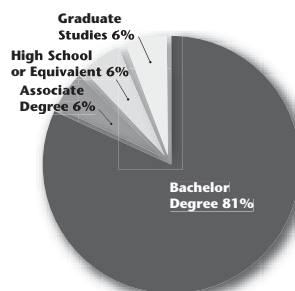
Almost all (91%) employees in this occupation work full time – 42 hours/week and a few employees work part time – 27 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	94%
Not Required	0%
Preferred	6%

All responding employers require or prefer an average of 50 months of prior work experience. Many (57%) responding employers accept experience in other occupations, such as: Certified Public Accountants, Financial Analysts, or Assistant Controllers, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	12%
No	88%

Technical or Vocational Training

Required	0%
Not Required	88%
Preferred	12%

A few responding employers prefer an average of 30 months of accounting training.

Skills Information

Skills in: financial planning, cost analysis, budget analysis, and understand regulations affecting financial institutions; Ability to: interpret actuarial and probability of loss tables, apply techniques of statistical analysis, analyze securities, and perform advanced mathematical computations; Designations: Chartered Financial Analyst (CFA), Certified Management Accountant (CMA), or Certified Public Accountant (CPA)

New skills sought by a few employers were willingness to stay current with new software programs, supervision, budgeting, and strategic business planning.

Computer software skills were sought by almost all employers in word processing and spreadsheet programs, many employers sought skills in database programs, some employers sought skills in accounting programs, and a few employers sought skills in desktop publishing programs.

Employment Trends

Supply & Demand Assessment

A few (6%) employers found hiring inexperienced qualified applicants not difficult. Almost all (94%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	100%
Grew	0%

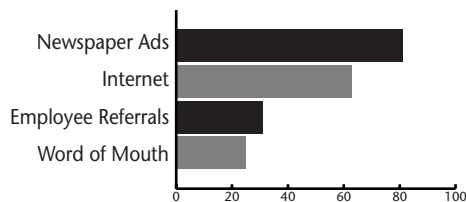
Sources of Filled Vacancies

Of the 3 positions filled in the last 12 months, 100% were hired to fill vacated positions.

Turnover

13%

The four recruitment strategies most successfully used by employers include:



Occupation Size

Large (340 – 390)

Employee Profile

52% Female
48% Male

Where the Jobs Are

SIC 6021 – National Commercial Banks
SIC 6022 – State Commercial Banks
SIC 8711 – Engineering Services
SIC 9030 – Local Government, Excluding Hospital and Education

Projections

1999 – 2006 Growth Rate:
Average (14.7%)

Over the Next 24 Months

Almost all (94%) employers expect employment in this occupation to remain stable while a few (6%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Some (25%) employers promote their employees to higher level positions, such as: Managers and Vice Presidents.

Skills Important for Career Advancement

Financial expertise, management, customer service, and communication skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 20.8% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

260

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers
Programs: *Business Administration and Management, General*

California Polytechnic State University
Programs: *Business Administration and Management, General*
Finance and Financial Management Services, Other

California Polytechnic State University, Extended Studies
Programs: *Business Administration and Management, General*

Cuesta College
Programs: *Business Administration and Management, General*

MacTeacher
Programs: *Finance, General*

San Luis Coastal Adult School
Programs: *Finance, General*

First Line Supervisors/Managers of Farming, Fishing, and Forestry Workers

SOC 451011

15 Firms Responded
91 Jobs Represented

Job Description

Directly supervise and coordinate the activities of agricultural, forestry, aquacultural, and related workers.

Common Job Titles

Managers, Foremen, Crew Bosses, and Field Supervisors

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$7.25 – \$9.00	\$8.05
New hires, experienced	\$8.00 – \$15.25	\$10.15
3+ years with firm	\$9.00 – \$21.65	\$12.05

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	27%	0%	27%	0%
Dental Insurance:	27%	0%	13%	0%
Vision Insurance:	7%	0%	13%	0%
Life Insurance:	7%	0%	7%	0%
Sick Leave:	33%	0%	0%	0%
Vacation:	67%	0%	0%	0%
Retirement Plan:	13%	0%	7%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

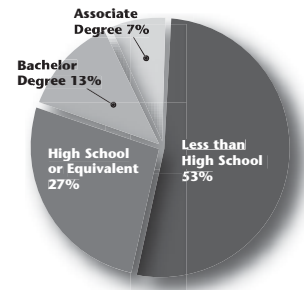
Almost all (96%) employees in this occupation work full time – 49 hours/week, a few work part time – 38 hours/week, and a few work seasonal – 35 hours/week.

Shifts

Almost all (93%) responding employers offer day shifts and a few responding employers offer shifts determined on an as-needed basis.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	40%
Not Required	13%
Preferred	47%

Almost all responding employers require or prefer an average of 17 months of prior work experience. Many (50%) responding employers accept experience in field labor or other horticultural occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	46%
No	54%

Technical or Vocational Training

Required	0%
Not Required	93%
Preferred	7%

A few responding employers prefer an average of 48 months of plant biology training.

Skills Information

Skills in: problem solving and oral communication; Ability to: plan and organize the work of others, implement safe work practices, hire and assign personnel, work outdoors in all weather conditions, and set work priorities

Computer software skills were sought by some employers in spreadsheet, word processing, and database programs.

First Line Supervisors/Managers of Farming, Fishing, and Forestry Workers

Researched in 2003

Employment Trends

Supply & Demand Assessment

Most (60%) employers found hiring inexperienced qualified applicants to be moderately difficult. Many (40%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	13%
Remained Stable	87%
Grew	0%

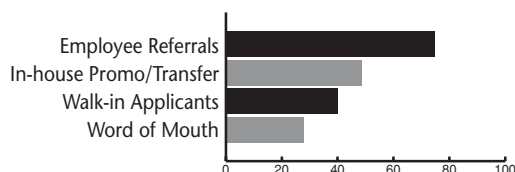
Sources of Filled Vacancies

The 1 position filled by responding employers in the last 12 months was hired to fill a temporary position.

Turnover

0%

The four recruitment strategies most successfully used by employers include:



Occupation Size

Small (91*)

* Adjusted based on actual 2003 sample size (Jobs Represented)

Employee Profile

79% Male

21% Female

Where the Jobs Are

SIC 0161 – Vegetables and Melons

SIC 0172 – Grapes

SIC 0761 – Farm Labor Contractors and Crew Leaders

SIC 0921 – Fish Hatcheries and Preserves

SIC 2084 – Wines, Brandy, and Brandy Spirits

SIC 5193 – Flowers, Nursery Stock, and Florists' Supplies

SIC 9020 – State Government, Excluding Hospital and Education

SIC 9030 – Local Government, Excluding Hospital and Education

Projections

2001 – 2008 Growth Rate:

Slower than average (11.1%)

Over the Next 24 Months

Most (67%) employers expect employment in this occupation to remain stable, some (20%) employers expect employment in this occupation to grow, and a few (13%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Many (53%) employers promote their employees to higher level positions, such as: Growers, Managers, and Harvest Foremen.

Skills Important for Career Advancement

Bilingual (Spanish/English), management, get along with others, technical, equipment, and tractor skills

State Outlook

Between 2000 – 2010, this occupation is expected to grow 20.0% while the total growth for all occupations is expected to grow 22.2% during this period in California.

California Occupational Guide Number

202, 225, 448, and 520

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: Agricultural Business and Management, Other

Agriculture, General

Agronomy and Crop Science

Animal Sciences, General

Crop Production

Dairy Sciences

Forest Management/Forest Resources Management

Forest Sciences and Biology

Forestry, Other

Marine Biology and Biological Oceanography

Ornamental Horticulture

Plant Protection and Integrated Pest Management

Plant Sciences, General

Soil Science and Agronomy, General

Wildlife and Wildlands Science and Management

California Polytechnic State University, Continuing Education

Programs: Agronomy and Crop Science

Cuesta College

Programs: Agriculture, General

Animal Sciences, General

Crop Production

Horticultural Science

First Line Supervisors/Managers of Production and Operating Workers

OES 810080

16 Firms Responded
126 Jobs Represented

Job Description

First Line Supervisors and Manager/Supervisors of Production and Operating Workers directly supervise and coordinate activities of production and operating workers, such as testers, precision workers, machine setters and operators, assemblers, fabricators, or plant and system operators. Manager/Supervisors are generally found in smaller establishments where they perform both supervisory and management functions, such as accounting, marketing, and personnel work. In addition, Manager/Supervisors may also engage, in part, in the same production work as the workers they supervise. This occupation does not include work leaders who spend 20% or more of their time at tasks similar to those of employees under their supervision and report them in the occupations which are most closely related to their specific work duties.

Common Job Titles

Production Supervisors, Production Managers, Manufacturing Managers, and Supervisors

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$7.00 – \$15.82	\$12.54
New hires, experienced	\$8.00 – \$25.00	\$16.78
3+ years with firm	\$15.61 – \$30.00	\$21.25

Other forms of compensation paid by many employers include bonuses ranging from an additional \$0.12 to \$6.97 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	19%	0%	81%	0%
Dental Insurance:	13%	0%	56%	0%
Vision Insurance:	13%	0%	50%	0%
Life Insurance:	56%	0%	19%	0%
Sick Leave:	81%	0%	6%	0%
Vacation:	94%	0%	6%	0%
Retirement Plan:	25%	0%	63%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

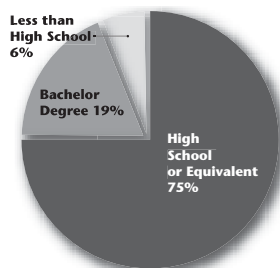
Almost all (82%) employees in this occupation work full time – 42 hours/week, a few work part time – 23 hours/week, and a few work temporary – 40 hours/week.

Shifts

All (100%) responding employers offer day shifts, some offer swing shifts, and a few offer graveyard shifts and shifts determined on an as-needed basis.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	75%
Not Required	0%
Preferred	25%

All responding employers require or prefer an average of 33 months of prior work experience. Many (54%) responding employers accept experience in production or manufacturing related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	25%
No	75%

Technical or Vocational Training

Required	25%
Not Required	63%
Preferred	12%

Some responding employers require or prefer an average of 15 months of operations management or supervision training.

Skills Information

Skills in: knowledge of the technical aspects of subordinates' duties, follow safe equipment operating procedures, and basic construction; Ability to: perform assembly work, plan and organize

First Line Supervisors/Managers of Production and Operating Workers

Researched in 2002

the work of others, set work priorities, work under pressure, deal effectively with difficult individuals, and manage unexpected situations or circumstances

New skills sought by some employers were organization, knowledge of lean manufacturing techniques, and human resources management (including a basic understanding of California Employment Laws).

Computer software skills were sought by almost all employers in spreadsheet programs, most employers sought skills in word processing programs, many employers sought skills in database programs, and some employers sought skills in various project planning and computer aided design programs.

Employment Trends

Supply & Demand Assessment

Some (25%) employers found hiring inexperienced qualified applicants to be very difficult. Most (75%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	81%
Grew	19%

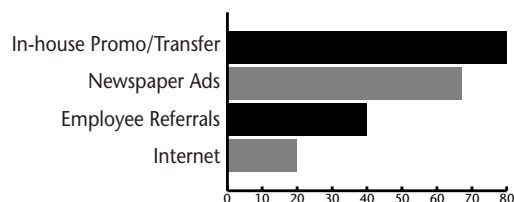
Sources of Filled Vacancies

Of the 25 positions filled in the last 12 months, 36% were hired to fill vacated positions due to promotions, 28% were hired to fill vacated positions, 20% were hired to fill temporary positions, and 16% were hired to fill new positions.

Turnover

13%

The four recruitment strategies most successfully used by employers include:



Training Providers (Refer to Appendix E for Contact Information)

Unavailable

Occupation Size

Medium (220 – 260)

Employee Profile

66% Male

34% Female

Where the Jobs Are

SIC 2084 – Wines, Brandy and Brandy Spirits

SIC 2752 – Commercial Printing, Lithographic

SIC 3089 – Plastics Products, Not Elsewhere Classified

SIC 3599 – Industrial and Commercial Machinery and Equipment, Not Elsewhere Classified

SIC 3931 – Musical Instruments

Projections

1999 – 2006 Growth Rate:

Faster than average (18.2%)

Over the Next 24 Months

Almost all (81%) employers expect employment in this occupation to remain stable while a few (19%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (63%) employers promote their employees to higher level positions, such as: Operations Managers, Directors, Division Managers, and General Managers.

Skills Important for Career Advancement

Continue education, communication, people, knowledge of manufacturing concepts, and leadership skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 16.5% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

None

General Office Clerks

OES 553470

16 Firms Responded
137 Jobs Represented

Job Description

General Office Clerks perform a wide variety of tasks. Clerical duties may be assigned in accordance with the office procedures of individual establishments and may include a combination of bookkeeping, typing, stenography, office machine operation, and filing. This occupation does not include workers whose duties are narrowly defined.

Common Job Titles

Clerks, Account Clerks, and Secretaries

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$7.00 – \$10.00	\$8.00
New hires, experienced	\$7.05 – \$12.00	\$9.00
3+ years with firm	\$8.40 – \$15.00	\$12.00

Union Wages

	Range	Median
New hires, no experience	\$9.55 – \$14.18	\$10.96
New hires, experienced	\$9.38* – \$15.32	\$10.96
3+ years with firm	\$10.40 – \$16.54	\$12.20

*Out of pattern wages can occur when employers do not hire employees in all experience levels.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	56%	6%	31%	19%
Dental Insurance:	50%	6%	25%	13%
Vision Insurance:	38%	13%	25%	13%
Life Insurance:	50%	6%	19%	6%
Sick Leave:	81%	6%	6%	6%
Vacation:	81%	13%	6%	13%
Retirement Plan:	38%	13%	25%	19%
Child Care:	0%	0%	0%	0%

Unionization

69% Non-Union

Hours

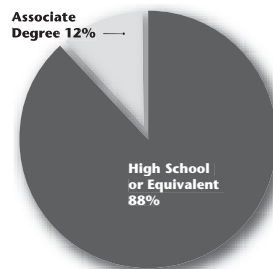
Most (71%) employees in this occupation work full time – 39 hours/week, some work part time – 26 hours/week, and a few work temporary – 13 hours/week.

Shifts

Almost all (94%) responding employers offer day shifts and a few responding employers offer half-day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	38%
Not Required	24%
Preferred	38%

Most responding employers require or prefer an average of 13 months of prior work experience. Most (75%) responding employers accept experience in other office-related positions, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	67%
No	33%

Technical or Vocational Training

Required	13%
Not Required	75%
Preferred	12%

Some responding employers require or prefer an average of 13 months of general office, accounting, or data entry training.

Skills Information

Skills in: telephone courtesy, record keeping, alphabetic and numeric filing, public contact, and english grammar; Ability to: operate 10-key adding machine by touch, operate a transcribing machine, type at least 45 wpm, and perform routine/repetitive work

New skills sought by a few employers were good communication and interpersonal skills.

Computer software skills were sought by almost all employers in word processing programs, most employers sought skills in spreadsheet programs, many employers sought skills in database programs, and some employers sought skills in desktop publishing and various office programs.

Employment Trends

Supply & Demand Assessment

Most (63%) employers found hiring inexperienced qualified applicants to be moderately difficult. Some (37%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	63%
Grew	37%

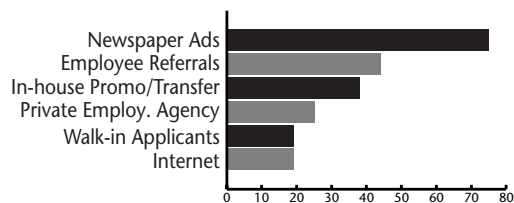
Sources of Filled Vacancies

Of the 34 positions filled in the last 12 months, 44% were hired to fill vacated positions, 35% were hired to fill vacated positions due to promotions, and 21% were hired to fill new positions.

Turnover

21%

The six recruitment strategies most successfully used by employers include:



Occupation Size

Very Large (2,900 – 3,380)

Employee Profile

96% Female

4% Male

Where the Jobs Are

SIC 6732 – Educational, Religious, and Charitable Trusts

SIC 7361 – Employment Agencies

SIC 8211 – Elementary and Secondary Schools

SIC 8221 – Colleges, Universities, and Professional Schools

SIC 9030 – Local Government, Excluding Hospital and Education

Projections

1999 – 2006 Growth Rate:

Average (16.6%)

Over the Next 24 Months

Almost all (94%) employers expect employment in this occupation to remain stable while a few (6%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (75%) employers promote their employees to higher level positions, such as: Executive Assistants and Administrative Analysts.

Skills Important for Career Advancement

Computer, good work habits, attention to detail, and communication skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 23.1% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

295

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers

Programs: *General Office Occupations and Clerical Services*

Cuesta College

Programs: *General Office Occupations and Clerical Services*

Professional Career Training Institute

Programs: *General Office Occupations and Clerical Services*

Shoreline Occupational Services/Goodwill Industries

Programs: *General Office Occupations and Clerical Services*

Helpers – Carpenters and Related Workers

OES 983120

15 Firms Responded
74 Jobs Represented

Job Description

Carpenters' Helpers and Related Workers help Carpenters or carpentry related craft workers by performing duties of lesser skill. Their duties include supplying or holding materials or tools and cleaning work area and equipment. This occupation does not include apprentice workers or construction or maintenance laborers who do not primarily assist Carpenters or carpentry related craft workers.

Common Job Titles

Carpenter Helpers and Laborers

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$7.75 – \$12.00	\$9.75
New hires, experienced	\$10.00 – \$18.00	\$11.25
3+ years with firm	\$10.00 – \$23.00	\$16.00

Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$7.00 – \$27.00	\$8.75
New hires, experienced	\$8.00 – \$27.00	\$10.00
3+ years with firm	\$8.00 – \$27.00	\$10.75

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	13%	0%	20%	0%
Dental Insurance:	7%	0%	7%	0%
Vision Insurance:	7%	0%	0%	0%
Life Insurance:	13%	0%	0%	0%
Paid Sick Leave:	7%	0%	7%	0%
Paid Vacation:	20%	0%	7%	0%
Retirement Plan:	13%	0%	27%	0%
Child Care:	0%	0%	0%	0%

Unionization

80% Non-Union

Hours

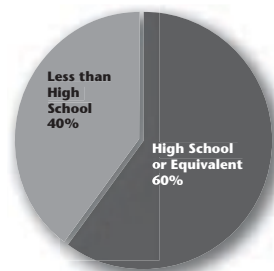
Almost all (99%) employees in this occupation work full time – 39 hours/week and a few employees work part time – 20 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	27%
Not Required	33%
Preferred	40%

Most responding employers require or prefer an average of 12 months of prior work experience. Many (44%) responding employers accept experience in landscaping or other construction related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	40%
No	60%

Technical or Vocational Training

Required	13%
Not Required	74%
Preferred	13%

Some responding employers require or prefer an average of 8 months of construction related training.

Skills Information

Skills in: good eye-hand coordination; Ability to: tolerate noise and dust and use hand tools

Computer software skills were not sought by a significant amount of employers.

Employment Trends

Supply & Demand Assessment

Most (73%) employers found hiring inexperienced qualified applicants to be very difficult. Some (27%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	40%
Grew	60%

Sources of Filled Vacancies

Of the 42 positions filled in the last 12 months, 48% were hired to fill vacated positions, 31% were hired to fill new positions, 19% were hired to fill temporary positions, and 2% were hired to fill vacated positions due to promotions.

Turnover

34%

The three recruitment strategies most successfully used by employers include:

Walk-in Applications	67%
Employee Referrals	60%
Newspaper Ads	47%

Occupation Size

Medium (250 – 320)

Employee Profile

100% Male
0% Female

Where the Jobs Are

SIC 1521 – General Contractors-Single Family Houses
SIC 1522 – General Contractors-Residential Buildings, Other Than Single Family
SIC 1542 – General Contractors-Nonresidential Buildings

Projections

1999 – 2006 Growth Rate:

Much faster than average (28%)

Over the Next 24 Months

Most (67%) employers expect employment in this occupation to remain stable while some (33%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Almost all (80%) employers promote their employees to higher level positions, such as: Carpenters, Equipment Operators, Foremen, and Supervisors.

Skills Important for Career Advancement

Knowledge of industry, public relations, education, mechanical, and management skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 21.1% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

565 and 169

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Construction and Building Finishers and Managers, Other*
Carpenters Union Local 1800
Programs: *Carpenter*

Contractors License Course of California
Programs: *Construction and Building Finishers and Managers, Other*
Cuesta College
Programs: *Construction/Building Technology/Technician*

Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop

SOC 359031

17 Firms Responded
120 Jobs Represented

Job Description

Welcome patrons, seat them at tables or in lounge, and help ensure quality of facilities and service.

Common Job Titles

Hosts/Hostesses and Floor Managers

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.75 – \$8.00	\$6.75
New hires, experienced	\$6.75 – \$10.00	\$8.00
3+ years with firm	\$6.75 – \$11.00	\$8.00

Other forms of compensation paid by some employers include tips ranging from an additional \$1.00 to \$5.00 per hour (an average of \$2.69 for all experience levels).

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	15%	0%	23%	0%
Dental Insurance:	15%	0%	8%	0%
Vision Insurance:	15%	0%	8%	0%
Life Insurance:	8%	0%	0%	0%
Sick Leave:	8%	0%	0%	0%
Vacation:	38%	0%	0%	0%
Retirement Plan:	15%	0%	8%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

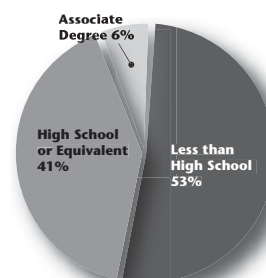
Many (55%) employees in this occupation work full time – 36 hours/week, many (41%) work part time – 18 hours/week, and a few work seasonal – 26 hours/week.

Shifts

Most (71%) responding employers offer day shifts, most (65%) offer night shifts, some (35%) offer swing shifts, and a few offer graveyard shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	12%
Not Required	53%
Preferred	35%

Many responding employers require or prefer an average of 9 months of prior work experience. All (100%) responding employers accept experience in other customer service or restaurant related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	50%
No	50%

Technical or Vocational Training

Required	0%
Not Required	88%
Preferred	12%

A few responding employers prefer an average of 5 months of food service training.

Skills Information

Skills in: cash handling, public contact, customer service, and oral communication; Ability to: operate a cash register, work under pressure, and stand continuously for 2 or more hours

Computer software skills were sought by a few employers in word processing, spreadsheet, database, and point-of-sale programs (such as: MICROS Systems).

Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop

Researched in 2003

Employment Trends

Supply & Demand Assessment

Almost all (88%) employers found hiring inexperienced qualified applicants to be very difficult. A few (12%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	76%
Grew	24%

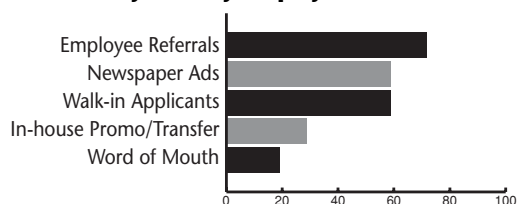
Sources of Filled Vacancies

Of the 65 positions filled in the last 12 months, 52% were hired to fill vacated positions, 22% were hired to fill vacated positions due to promotions, 15% were hired to fill new positions, and 11% were hired to fill temporary positions.

Turnover

44%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Very Large (660 – 740)

Employee Profile

65% Female
35% Male

Where the Jobs Are

SIC 5812 – Eating and Drinking Places

Projections

2001 – 2008 Growth Rate:
Slower than average (12.1%)

Over the Next 24 Months

Most (76%) employers expect employment in this occupation to remain stable and some (24%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Almost all (88%) employers promote their employees to higher level positions, such as: Busers, Servers, Expeditors, Waiters/Waitresses, and Managers.

Skills Important for Career Advancement

Customer service, knowledge of menu, multi-tasking, commitment, organization, work ethic, and communication skills

State Outlook

Between 2000 – 2010, this occupation is expected to grow 19.7% while the total growth for all occupations is expected to grow 22.2% during this period in California.

California Occupational Guide Number

500

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Hospitality and Recreation Marketing Operations*

California Polytechnic State University, Continuing Education

Programs: *Food Science*

Culinary Arts and Related Services, Other

Hotel Desk Clerks

OES 538080

15 Firms Responded
118 Jobs Represented

Job Description

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied by guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests.

Common Job Titles

Desk Clerks, Front Desk Clerks, Guest Services Agents, Guest Services Representatives, and Night Auditors

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.75 – \$8.00	\$7.25
New hires, experienced	\$6.75 – \$9.00	\$7.50
3+ years with firm	\$8.00 – \$10.00	\$9.00

Other forms of compensation paid by some employers include bonuses and commissions ranging from an additional \$0.14 to \$1.00 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	7%	0%	53%	7%
Dental Insurance:	7%	0%	33%	7%
Vision Insurance:	0%	0%	20%	7%
Life Insurance:	20%	0%	0%	7%
Sick Leave:	40%	7%	0%	0%
Vacation:	73%	20%	0%	0%
Retirement Plan:	20%	0%	20%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

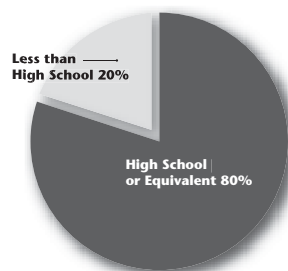
Many (53%) employees in this occupation work full time – 39 hours/week, many (45%) work part time – 25 hours/week, a few work temporary – 28 hours/week, and a few work seasonal – 20 hours/week.

Shifts

Almost all (93%) responding employers offer day shifts, most offer graveyard and swing shifts, and many offer evening shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	7%
Not Required	53%
Preferred	40%

Many responding employers require or prefer an average of 7 months of prior work experience. Most (71%) responding employers accept experience in other hospitality or retail industry occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	71%
No	29%

Technical or Vocational Training

Required	7%
Not Required	93%
Preferred	0%

A few responding employers require an average of 3 months of computer training.

Skills Information

Skills in: cash handling, record keeping, public contact, customer service, and basic math; Ability to: follow billing procedures, work under pressure, and work independently

New skills sought by many employers were customer service and good communication.

Computer software skills were sought by many employers in word processing and various windows programs and some employers sought skills in spreadsheet and database programs.

Employment Trends

Supply & Demand Assessment

Almost all (93%) employers found hiring inexperienced qualified applicants to be very difficult. A few (7%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	7%
Remained Stable	53%
Grew	40%

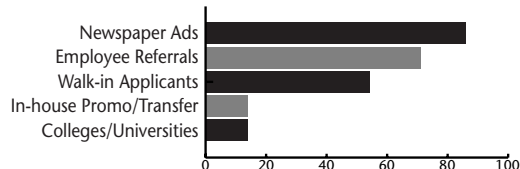
Sources of Filled Vacancies

Of the 64 positions filled in the last 12 months, 66% were hired to fill vacated positions, 16% were hired to fill temporary positions, 14% were hired to fill new positions, and 4% were hired to fill vacated positions due to promotions.

Turnover

41%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Large (270 – 330)

Employee Profile

53% Female

47% Male

Where the Jobs Are

SIC 7011 – Hotels and Motels

Projections

1999 – 2006 Growth Rate:

Faster than average (22.2%)

Over the Next 24 Months

Most (73%) employers expect employment in this occupation to remain stable while some (27%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Almost all (87%) employers promote their employees to higher level positions, such as: Sales Associates, Assistant Managers, Managers, Front Desk Managers, and Front Desk Supervisors.

Skills Important for Career Advancement

Communication, patience with difficult customers, computer, supervisory, customer service, and people skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 16.6% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

70

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Hospitality and Recreation Marketing Operations*

Shoreline Occupational Services/Goodwill Industries

Programs: *Hospitality and Recreation Marketing Operations*

Human Resources Managers

SOC 113040

18 Firms Responded

19 Jobs Represented

Job Description

Plan, direct, and coordinate human resource management activities of an organization to maximize the strategic use of human resources and maintain functions such as employee compensation, recruitment, personnel policies, and regulatory compliance.

Common Job Titles

Human Resources Managers, Human Resources Generalists, and Human Resources Directors

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	Insufficient Data	
New hires, experienced	\$11.99 – \$33.56	\$22.38
3+ years with firm	\$15.34 – \$38.36	\$27.97

Other forms of compensation paid by many employers include bonuses ranging from an additional \$0.18 to \$7.19 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	22%	0%	78%	0%
Dental Insurance:	28%	0%	67%	0%
Vision Insurance:	28%	0%	50%	0%
Life Insurance:	72%	0%	17%	0%
Sick Leave:	89%	0%	0%	0%
Vacation:	94%	0%	6%	0%
Retirement Plan:	39%	0%	44%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

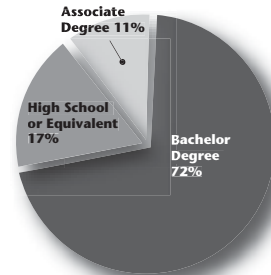
All (100%) employees in this occupation work full time – 41 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	89%
Not Required	0%
Preferred	11%

All responding employers require or prefer an average of 50 months of prior work experience. A few (19%) responding employers accept experience in other related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	50%
No	50%

Technical or Vocational Training

Required	0%
Not Required	94%
Preferred	6%

A few responding employers prefer an average of 24 months of human resources training.

Skills Information

Skills in: personnel recruiting, interviewing, negotiation, labor relations practices, collective bargaining process, and understanding of employee benefit programs; Ability to: conduct performance appraisals, write job specifications, explain and follow grievance procedures, motivate others, and assign personnel

New skills sought by some employers were knowledge of labor laws.

Computer software skills were sought by almost all employers in word processing and spreadsheet programs, some employers sought skills in database and desktop publishing programs, and a few employers sought skills in human resources information system (HRIS) programs.

Employment Trends

Supply & Demand Assessment

A few (11%) employers found hiring inexperienced qualified applicants not difficult. Almost all (89%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	5%
Remained Stable	89%
Grew	6%

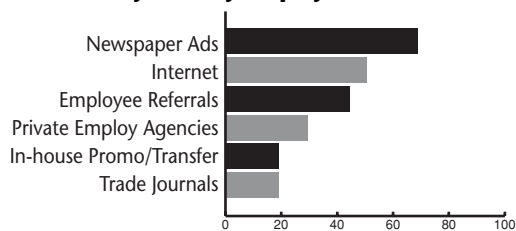
Sources of Filled Vacancies

Of the 6 positions filled in the last 12 months, 83% were hired to fill vacated positions and 17% were hired to fill new positions.

Turnover

28%

The six recruitment strategies most successfully used by employers include:



Occupation Size

Small (80 – 90)

Employee Profile

95% Female

5% Male

Where the Jobs Are

SIC 5311 – Department Stores
SIC 6022 – State Commercial Banks
SIC 7011 – Hotels and Motels
SIC 8051 – Skilled Nursing Care Facilities
SIC 8211 – Elementary and Secondary Schools
SIC 8711 – Engineering Services
SIC 9030 – Local Government, Excluding Hospital and Education

Projections

2001 – 2008 Growth Rate:
Slower than average (12.5%)

Over the Next 24 Months

Almost all (94%) employers expect employment in this occupation to remain stable and a few (6%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Many (56%) employers promote their employees to higher level positions, such as: Human Resources Directors, Directors, and Corporate Human Resources Directors.

Skills Important for Career Advancement

Leadership, understanding of labor law, strategic planning, good employee relations, and communication skills

State Outlook

Between 2000 – 2010, this occupation is expected to grow 17.7% while the total growth for all occupations is expected to grow 22.2% during this period in California.

California Occupational Guide Number

135

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Business Administration and Management, General*
Human Resources Management/Personnel Administration, General
Organizational Behavioral Studies

California Polytechnic State University, Continuing Education

Programs: *Human Resources Management/Personnel Administration, General*

Colombia College

Programs: *Business Administration and Management, General*

Cuesta College

Programs: *Business Administration and Management, General*

University of La Verne

Programs: *Business Administration and Management, General*
Organizational Behavioral Studies

Human Resource Technicians

Non-OES 166267999

16 Firms Responded
32 Jobs Represented

Job Description

Human Resource Technicians provide assistance to personnel directors and managers in identifying, evaluating, and resolving human relations and work performance problems within establishments. Workers in this occupation attend meetings of managers, supervisors, and work units to ascertain problems that adversely effect employee morale and productivity and to determine effective remediation techniques, such as job skill training or personal intervention; develop and conduct training to instruct managers, supervisors, and workers in a variety of related skills, such as supervisory skills, conflict resolution skills, interpersonal communication skills, and group interaction skills; schedule individuals for technical job-related skills training. May assist in screening applicants for employment and in-house training programs, participate in labor relations issues, and write employee newsletter.

Common Job Titles

Personnel Technicians, Personnel Service Specialists, Staff Services Analysts, and Human Resource Assistants

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.25 – \$8.00	\$7.00
New hires, experienced	\$7.00 – \$18.24	\$12.61
3+ years with firm	\$7.50 – \$21.22	\$14.34

Other forms of compensation paid by some employers include bonuses ranging from an additional \$1.46 to \$3.60 per hour.

Union Wages

	Range	Median
New hires, no experience	\$12.33 – \$14.42	\$14.33
New hires, experienced	\$12.66 – \$16.11	\$14.38
3+ years with firm	\$14.42 – \$22.77	\$18.35

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	25%	0%	69%	13%
Dental Insurance:	31%	0%	63%	13%
Vision Insurance:	38%	0%	50%	13%
Life Insurance:	38%	6%	25%	0%
Paid Sick Leave:	94%	6%	0%	0%
Paid Vacation:	94%	6%	0%	0%

Employer Pays All Shared Cost

	FT	PT	FT	PT
Retirement Plan:	50%	0%	31%	6%
Child Care:	0%	0%	0%	0%

Unionization

75% Non-Union

Hours

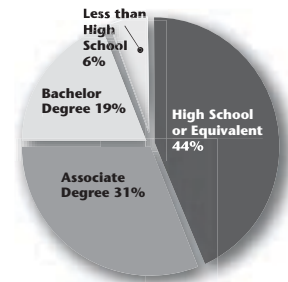
Almost all (91%) employees in this occupation work full time – 40 hours/week and a few employees work part time – 20 hours/week.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer swing shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	63%
Not Required	19%
Preferred	18%

Almost all responding employers require or prefer an average of 29 months of prior work experience. Many (55%) responding employers accept experience in other clerical or office related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	38%
No	62%

Technical or Vocational Training

Required	6%
Not Required	88%
Preferred	6%

A few responding employers require or prefer an average of 3 months of human resource coursework or training.

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 2001 – 2003

Human Resource Technicians

Researched in 2001

Skills Information

Skills in: interviewing, recruiting, knowledge of employee benefit programs, labor relations practices, and personnel classification procedures; Ability to: write job specifications and work under pressure

Computer software skills were sought by almost all employers in word processing programs, most employers sought skills in spreadsheet programs, many employers sought skills in database programs, some employers sought in email and payroll programs, and a few employers sought skills in desktop publishing programs.

Employment Trends

Supply & Demand Assessment

Some (37%) employers found hiring inexperienced qualified applicants to be moderately difficult. Most (63%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	75%
Grew	19%

Sources of Filled Vacancies

Of the 8 positions filled in the last 12 months, 38% were hired to fill new positions, 38% were hired to fill vacated positions due to promotions, and 24% were hired to fill vacated positions.

Turnover

17%

The three recruitment strategies most successfully used by employers include:

In-house Promotion or Transfer	75%
Newspaper Ads	75%
Internet	25%

Occupation Size

This information is not available for non-OES occupations.

Employee Profile

97% Female

3% Male

Where the Jobs Are

SIC 5149 – Groceries and Related Products

SIC 5311 – Department Stores

SIC 5511 – Motor Vehicle Dealers

SIC 6022 – State Commercial Banks

SIC 7011 – Hotels and Motels

SIC 8211 – Elementary and Secondary Schools

SIC 9030 – Local Government, Excluding
Hospital and Education

Projections

1999 – 2006 Growth Rate:

This information is not available for non-OES occupations.

Over the Next 24 Months

Most (63%) employers expect employment in this occupation to remain stable, some (31%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Many (50%) employers promote their employees to higher level positions, such as: Personnel Analysts, Human Resource Analysts, Supervisors, Store Managers, and General Managers.

Skills Important for Career Advancement

Knowledge of union contracts and laws, conflict resolution, communication, customer service, multi-tasking, and management skills

State Outlook

This information is not available for non-OES occupations.

California Occupational Guide Number

135

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Business Administration and Management, General*
Human Resources Management

California Polytechnic State University, Extended Studies
Programs: *Human Resources Management*

Cuesta College
Programs: *Business Administration and Management, General*

University of La Verne
Programs: *Business Administration and Management, General*
Organizational Behavior Studies

Human Service Workers

OES 273080

17 Firms Responded
137 Jobs Represented

Job Description

Human Service Workers assist Social Group Workers and Caseworkers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse and human relationships. They provide services to families and clients where the nature of the problem, or relationships involved, is less complex or serious by helping them obtain information on the use of social and community related services. They may also recommend additional services. This occupation does not include Residential Counselors and Psychiatric Technicians.

Common Job Titles

Social Workers, Program Coordinators, and Executive Directors

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$7.00 – \$19.25	\$8.75
New hires, experienced	\$8.00 – \$25.67	\$12.27
3+ years with firm	\$9.00 – \$30.00	\$13.63

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	53%	6%	24%	6%
Dental Insurance:	47%	6%	24%	6%
Vision Insurance:	24%	0%	18%	6%
Life Insurance:	47%	0%	6%	0%
Sick Leave:	82%	12%	0%	0%
Vacation:	82%	18%	0%	0%
Retirement Plan:	41%	0%	12%	0%
Child Care:	6%	0%	0%	0%

Unionization

88% Non-Union

Hours

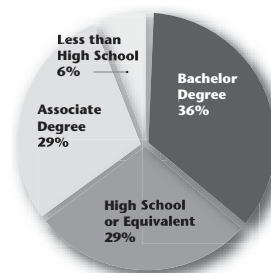
Most (72%) employees in this occupation work full time – 40 hours/week, some work part time – 24 hours/week, and a few work temporary – 10 hours/week.

Shifts

All (100%) responding employers offer day shifts, some offer shifts determined on an as-need basis, and a few offer swing and graveyard shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	59%
Not Required	17%
Preferred	24%

Almost all responding employers require or prefer an average of 18 months of prior work experience. Most (75%) responding employers accept experience in other related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	50%
No	50%

Technical or Vocational Training

Required	18%
Not Required	82%
Preferred	0%

A few responding employers require an average of 25 months of work related training.

Skills Information

Skills in: understanding of a variety of cultures, knowledge of protective services for children and adults, veterans services, and geriatrics; Ability to: think logically, interview others for information, and treat substance abuse; Licenses: Associate Clinical Social Worker (ACSW) or Licensed Clinical Social Worker (LCSW)

New skills sought by a few employers were good people skills, case management, and patience.

Computer software skills were sought by many employers in word processing programs and a few employers sought computer software skills in spreadsheet, database, and basic computer software programs.

Employment Trends

Supply & Demand Assessment

Many (41%) employers found hiring inexperienced qualified applicants to be very difficult. Many (59%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	5%
Remained Stable	71%
Grew	24%

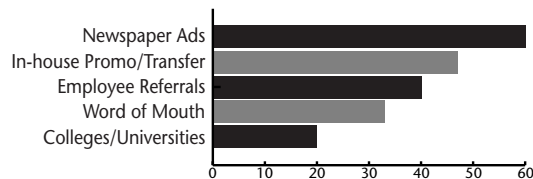
Sources of Filled Vacancies

Of the 73 positions filled in the last 12 months, 53% were hired to fill vacated positions, 42% were hired to fill new positions, and 5% were hired to fill vacated positions due to promotions.

Turnover

40%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Medium (160 – 210)

Employee Profile

72% Female
28% Male

Where the Jobs Are

SIC 8322 – Individual and Family Social Services
SIC 8331 – Job Training and Vocational Rehabilitation Services
SIC 8361 – Residential Care
SIC 9030 – Local Government, Excluding Hospital and Education

Projections

1999 – 2006 Growth Rate:
Much faster than average (31.3%)

Over the Next 24 Months

Most (65%) employers expect employment in this occupation to remain stable while some (35%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Many (47%) employers promote their employees to higher level positions, such as: Supervisors, Program Managers, Directors, and Assistant Administrators.

Skills Important for Career Advancement

Continued education, field experience, communication, assessment, client behavior, judgment, and interpersonal skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 56.3% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

564

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Clinical and Medical Social Work*

Cuesta College
Programs: *Family and Community Services*

Janitors and Cleaners – Except Maids & Housekeeping Cleaners

OES 670050

15 Firms Responded
379 Jobs Represented

Job Description

Janitors and Cleaners (except Maids and Housekeeping Cleaners) keep buildings in clean and orderly condition. They perform heavy cleaning duties, such as operating motor-driven cleaning equipment, mopping floors, washing walls and glass, and removing garbage. They may have additional duties and responsibilities, such as tending furnace and boiler, performing routine maintenance activities, notifying management of need for repairs and additions, and cleaning snow or debris from sidewalk.

Common Job Titles

Custodians and Janitors

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.50 – \$7.00	\$7.00
New hires, experienced	\$6.50 – \$8.00	\$7.50
3+ years with firm	\$7.00 – \$10.00	\$8.50

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.05 to \$0.10 per hour.

Union Wages

	Range	Median
New hires, no experience	\$9.43 – \$12.28	\$11.25
New hires, experienced	\$9.43 – \$12.37	\$11.36
3+ years with firm	\$9.91 – \$13.88	\$12.60

Other forms of compensation paid by a few employers include shift differentials ranging from an additional \$0.84 to \$1.02 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	27%	0%	33%	27%
Dental Insurance:	20%	0%	33%	27%
Vision Insurance:	20%	0%	33%	27%
Life Insurance:	20%	0%	0%	7%
Paid Sick Leave:	60%	20%	0%	0%
Paid Vacation:	60%	20%	0%	7%
Retirement Plan:	40%	13%	13%	20%
Child Care:	7%	0%	0%	0%

Unionization

53% Union

Hours

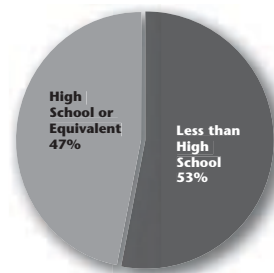
Most (71%) employees in this occupation work full time – 40 hours/week, some work part time – 19 hours/week, and a few work temporary – 26 hours/week.

Shifts

Most (67%) responding employers offer day shifts, many offer graveyard shifts, and some offer swing and evening shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	13%
Not Required	33%
Preferred	54%

Most responding employers require or prefer an average of 7 months of prior work experience. Almost all (80%) responding employers accept experience in other occupations, such as Maintenance Workers or Housekeepers, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	70%
No	30%

Technical or Vocational Training

Required	0%
Not Required	93%
Preferred	7%

A few responding employers prefer one month of commercial cleaning training.

Janitors and Cleaners – Except Maids & Housekeeping Cleaners

Researched in 2001

Skills Information

Skills in: tile repair, window washing, and understanding of cleaning compounds and solutions; Ability to: operate floor polishing equipment and work independently

Computer software skills were not sought by a significant amount of employers.

Employment Trends

Supply & Demand Assessment

Almost all (86%) employers found hiring inexperienced qualified applicants not difficult. A few (14%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	7%
Remained Stable	53%
Grew	40%

Sources of Filled Vacancies

Of the 123 positions filled in the last 12 months, 50% were hired to fill vacated positions, 24% were hired to fill temporary positions, 20% were hired to fill new positions, and 6% were hired to fill vacated positions due to promotions.

Turnover

19%

The four recruitment strategies most successfully used by employers include:

Newspaper Ads	80%
Employee Referrals	53%
In-house Promotion or Transfer	27%
Internet	27%

Occupation Size

Very Large (1,290 – 1,430)

Employee Profile

66% Male

34% Female

Where the Jobs Are

SIC 7011 – Hotels and Motels

SIC 7349 – Building Cleaning and Maintenance Services

SIC 8211 – Elementary and Secondary Schools

SIC 8221 – Colleges, Universities, and Professional Schools

SIC 8222 – Junior Colleges and Technical Institutes

Projections

1999 – 2006 Growth Rate:

Slower than average (10.9%)

Over the Next 24 Months

Most (67%) employers expect employment in this occupation to remain stable and some (33%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (67%) employers promote their employees to higher level positions, such as: Lead Custodians, Supervisors, and Managers.

Skills Important for Career Advancement

Dependability, communication, and supervisory skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 16.5% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

88

Training Providers (Refer to Appendix E for Contact Information)

Cuesta College

Programs: *Building/Property Maintenance and Manager*

Legal Secretaries

SOC 436012

15 Firms Responded
50 Jobs Represented

Job Description

Perform secretarial duties utilizing legal terminology, procedures, and documents. Prepare legal papers and correspondence, such as summonses, complaints, motions, and subpoenas. May also assist with legal research.

Common Job Titles

Legal Secretaries and Legal Assistants

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$8.00 – \$15.75	\$11.98
New hires, experienced	\$12.11 – \$18.47	\$15.00
3+ years with firm	\$13.63 – \$20.59	\$18.17

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	67%	0%	33%	0%
Dental Insurance:	27%	0%	20%	0%
Vision Insurance:	13%	0%	13%	0%
Life Insurance:	27%	0%	7%	0%
Sick Leave:	100%	0%	0%	0%
Vacation:	100%	0%	0%	0%
Retirement Plan:	73%	0%	0%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

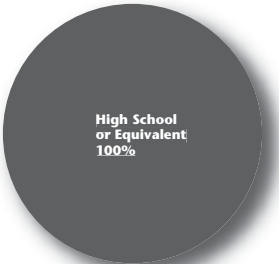
Almost all (92%) employees in this occupation work full time – 39 hours/week and a few employees work part time – 28 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



High School
or Equivalent
100%

Experience in the Occupation

Required	47%
Not Required	13%
Preferred	40%

Almost all responding employers require or prefer an average of 24 months of prior work experience. Many (54%) responding employers accept experience in other related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	46%
No	54%

Technical or Vocational Training

Required	13%
Not Required	67%
Preferred	20%

Some responding employers require or prefer an average of 7 months of legal training.

Skills Information

Skills in: understanding court proceedings/legal terms, proofreading, record keeping, alphabetic and numeric filing, and telephone answering; Ability to: follow billing procedures, follow law office methods and procedures, write effectively, take dictation at 100 words per minute, and operate a transcribing machine

Computer software skills were sought by all employers in word processing programs, some employers sought skills in spreadsheet, database, and other programs (such as: Microsoft Outlook and Amicus Attorney).

Employment Trends

Supply & Demand Assessment

Many (53%) employers found hiring inexperienced qualified applicants to be moderately difficult. Many (47%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	67%
Grew	27%

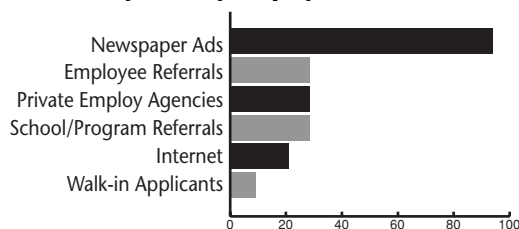
Sources of Filled Vacancies

Of the 10 positions filled in the last 12 months, 60% were hired to fill vacated positions and 40% were hired to fill new positions.

Turnover

13%

The six recruitment strategies most successfully used by employers include:



Occupation Size

Medium (150 – 170)

Employee Profile

98% Female
2% Male

Where the Jobs Are

SIC 8111 – Legal Services

Projections

2001 – 2008 Growth Rate:
Slower than average (13.3%)

Over the Next 24 Months

Almost all (87%) employers expect employment in this occupation to remain stable and a few (13%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Some (33%) employers promote their employees to higher level positions, such as: Paralegals and Associate Attorneys.

Skills Important for Career Advancement

Attention to detail, legal knowledge, further education (paralegal or law school training), good judgment, and problem solving skills

State Outlook

Between 2000 – 2010, this occupation is expected to grow 21.8% while the total growth for all occupations is expected to grow 22.2% during this period in California.

California Occupational Guide Number

172

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Pre-Law Studies*

California Polytechnic State University, Continuing Education
Programs: *Legal Assistant/Paralegal*

Cuesta College
Programs: *Legal Administrative Assistant/Secretary*

Professional Career Training Institute
Programs: *Legal Assistant/Paralegal*

Loan Officers and Counselors

OES 211080

16 Firms Responded
138 Jobs Represented

Job Description

Loan Officers and Counselors evaluate, authorize, or recommend approval of commercial or real estate loans and credit loans or advise borrowers on financial status and methods of payments. This occupation includes such occupations as Mortgage Loan Officers or Agents, Collection Analysts, and Loan Servicing Officers.

Common Job Titles

Loan Officers and Mortgage Officers

Wages and Benefits

Non-Union Wages*

	Range	Median
New hires, no experience	\$6.90 – \$28.77	\$10.07
New hires, experienced	\$9.21 – \$38.36	\$16.85
3+ years with firm	\$11.50 – \$38.36	\$19.66

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.43 to \$1.73 per hour.

*A few employers base wages were converted from a commission pay scale to an hourly wage scale for ease of comparison.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	38%	0%	50%	6%
Dental Insurance:	38%	0%	50%	6%
Vision Insurance:	38%	0%	44%	6%
Life Insurance:	50%	0%	25%	6%
Sick Leave:	63%	0%	6%	0%
Vacation:	69%	0%	6%	0%
Retirement Plan:	31%	0%	31%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

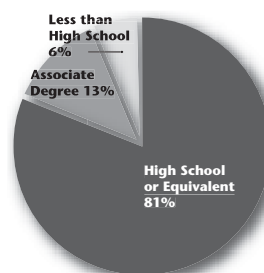
Almost all (98%) employees in this occupation work full time – 39 hours/week and a few employees work part time – 25 hours/week.

Shifts

Almost all (94%) responding employers offer day shifts and a few responding employers offer flexible shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	63%
Not Required	12%
Preferred	25%

Almost all responding employers require or prefer an average of 29 months of prior work experience. Many (55%) responding employers accept experience in other financial industry related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	43%
No	57%

Technical or Vocational Training

Required	13%
Not Required	81%
Preferred	6%

A few responding employers require or prefer an average of 4 months of real estate or financial training.

Skills Information

Skills in: public contact, knowledge of government loan procedures, customer service, and understanding of regulations affecting financial institutions and conventional loans; Ability to: think logically, handle credit and collections, apply sales techniques, and interview others for information; Licenses: Broker's and California Real Estate Sales Agent

Loan Officers and Counselors

Researched in 2002

New skills sought by a few employers were good math and accounting.

Computer software skills were sought by most employers in word processing programs, many employers sought skills in spreadsheet, loan, and basic computer programs, and a few employers sought skills in database programs.

Employment Trends

Supply & Demand Assessment

Some (37%) employers found hiring inexperienced qualified applicants to be very difficult. Most (63%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	37%
Grew	63%

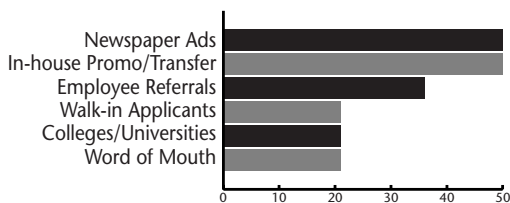
Sources of Filled Vacancies

Of the 35 positions filled in the last 12 months, 60% were hired to fill new positions, 26% were hired to fill vacated positions, and 14% were hired to fill vacated positions due to promotions.

Turnover

12%

The six recruitment strategies most successfully used by employers include:



Occupation Size

Medium (140 – 170)

Employee Profile

60% Female
40% Male

Where the Jobs Are

SIC 6021 – National Commercial Banks
SIC 6022 – State Commercial Banks
SIC 6162 – Mortgage Bankers and Loan Correspondents
SIC 6163 – Loan Brokers

Projections

1999 – 2006 Growth Rate:
Faster than average (21.4%)

Over the Next 24 Months

Many (56%) employers expect employment in this occupation to grow, some (38%) employers expect employment in this occupation to remain stable, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Almost all (81%) employers promote their employees to higher level positions, such as: Senior Loan Officers, Credit Administrators, Consumer Loan Supervisors/Managers, and Vice Presidents.

Skills Important for Career Advancement

Knowledge of loan packages, established clientele, understanding of banking operations, customer service, communication, organization, and good people skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 19.2% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

526

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Finance and Financial Management Services, Other*
MacTeacher
Programs: *Finance, General*

San Luis Coastal Adult School
Programs: *Finance, General*
West Coast Schools
Programs: *Real Estate*

Lodging Managers

SOC 119081

15 Firms Responded
24 Jobs Represented

Job Description

Plan, direct, or coordinate activities of an organization or department that provides lodging and other accommodations.

Common Job Titles

General Managers, Assistant Managers, Front Desk Managers, and Resident Managers

Wages and Benefits

All Employers Wages (Union and Non-Union)

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$6.90 – \$12.27	\$10.00
New hires, experienced	\$6.90 – \$31.16	\$12.84
3+ years with firm	\$8.63 – \$35.96	\$14.45

Other forms of compensation paid by some employers include bonuses ranging from an additional \$0.07 to \$2.23 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	40%	0%	47%	100%
Dental Insurance:	20%	0%	27%	100%
Vision Insurance:	20%	0%	7%	0%
Life Insurance:	33%	0%	0%	0%
Sick Leave:	53%	0%	0%	0%
Vacation:	100%	100%	0%	0%
Retirement Plan:	27%	0%	20%	0%
Child Care:	0%	0%	0%	0%

Unionization

93% Non-Union

Hours

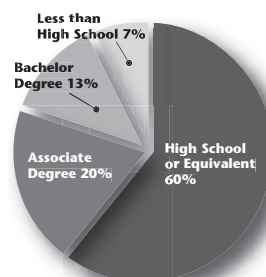
Almost all (96%) employees in this occupation work full time – 45 hours/week and a few employees work part time – 32 hours/week.

Shifts

Almost all (93%) responding employers offer day shifts, some offer swing, evening, and shifts determined on an as-needed basis, and a few offer graveyard shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	67%
Not Required	6%
Preferred	27%

Almost all responding employers require or prefer an average of 21 months of prior work experience. Most (71%) responding employers accept experience in other hospitality related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	36%
No	64%

Technical or Vocational Training

Required	7%
Not Required	73%
Preferred	20%

Some responding employers require or prefer an average of 16 months of hospitality or business training.

Skills Information

Skills in: understanding of inventory techniques, public contact, record keeping, problem solving, catering and customer service; Ability to: work under pressure, hire and assign personnel, maintain financial records, manage an activity or department, and follow purchasing procedures

New skills sought by a few employers were yield management, internet usage, accounting, and human resources.

Computer software skills were sought by almost all employers in spreadsheet programs, most

employers sought skills in word processing programs, many employers sought skills in database programs, some employers sought skills in other programs (such as: front desk and reservation systems), and a few employers sought skills in desktop publishing programs.

Employment Trends

Supply & Demand Assessment

Some (33%) employers found hiring inexperienced qualified applicants to be moderately difficult. Most (67%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	87%
Grew	13%

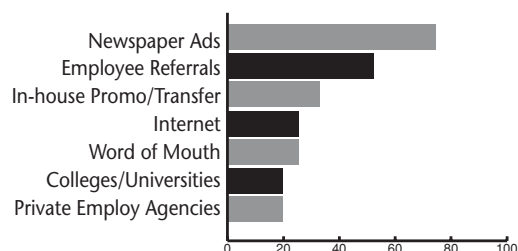
Sources of Filled Vacancies

Of the 5 positions filled in the last 12 months, 60% were hired to fill vacated positions and 40% were hired to fill new positions.

Turnover

14%

The seven recruitment strategies most successfully used by employers include:



Occupation Size

Small (120 – 130)

Employee Profile

54% Female
46% Male

Where the Jobs Are

SIC 7011 – Hotels and Motels

Projections

2001 – 2008 Growth Rate:
Slower than average (8.3%)

Over the Next 24 Months

Almost all (93%) employers expect employment in this occupation to remain stable and a few (7%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (60%) employers promote their employees to higher level positions, such as: Regional Vice-Presidents, District Managers, and Area Managers.

Skills Important for Career Advancement

Marketing, management, conflict resolution, people, and bilingual (Spanish/English) skills

State Outlook

Between 2000 – 2010, this occupation is expected to grow 11.1% while the total growth for all occupations is expected to grow 22.2% during this period in California.

California Occupational Guide Number

114

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Business Administration and Management, General*
Hospitality and Recreation Marketing Operations

Colombia College

Programs: *Business Administration and Management, General*

Cuesta College

Programs: *Business Administration and Management, General*

University of La Verne

Programs: *Business Administration and Management, General*

Shoreline Occupational Services/Goodwill Industries

Programs: *Business Administration, Management and Operations, Other*

Maids and Housekeeping Cleaners

SOC 372012

**16 Firms Responded
226 Jobs Represented**

Job Description

Perform any combination of light cleaning duties to maintain private households or commercial establishments, such as hotels, restaurants, and hospitals, in a clean and orderly manner. Duties include making beds, replenishing linens, cleaning rooms and halls, and vacuuming.

Common Job Titles

Maids, Housekeepers, Room Attendants, and Laundry Workers

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$6.75 – \$7.50	\$7.00
New hires, experienced	\$7.00 – \$8.00	\$7.38
3+ years with firm	\$7.75 – \$9.00	\$8.38

Other forms of compensation paid by some employers include bonuses and tips.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	7%	8%	71%	17%
Dental Insurance:	0%	0%	36%	17%
Vision Insurance:	0%	0%	21%	8%
Life Insurance:	14%	0%	7%	8%
Sick Leave:	21%	0%	0%	0%
Vacation:	86%	33%	7%	0%
Retirement Plan:	36%	0%	21%	0%
Child Care:	0%	0%	0%	0%

Unionization

94% Non-Union

Hours

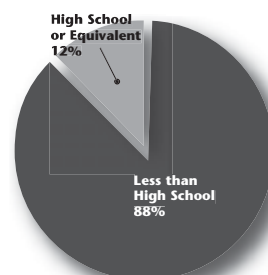
Most (69%) employees in this occupation work full time – 39 hours/week, some (26%) work part time – 23 hours/week, and a few work seasonal – 33 hours/week.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer swing shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	6%
Not Required	50%
Preferred	44%

Many responding employers require or prefer an average of 6 months of prior work experience. Almost all (88%) responding employers accept experience in other related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	63%
No	37%

Technical or Vocational Training

Required	0%
Not Required	100%
Preferred	0%

Skills Information

Skills in: basic math, understanding of cleaning compounds/solutions, and communication; Ability to: operate commercial vacuum cleaners and laundry machines, be bondable, lift at least 50 lbs., read and follow instructions, and stand for prolonged periods of time

New skills sought by a few employers were knowledge of chemicals.

Computer software skills were sought by a few employers in word processing and spreadsheet programs.

Maids and Housekeeping Cleaners

Researched in 2003

Employment Trends

Supply & Demand Assessment

Almost all (94%) employers found hiring inexperienced qualified applicants to be moderately difficult. A few (6%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	81%
Grew	19%

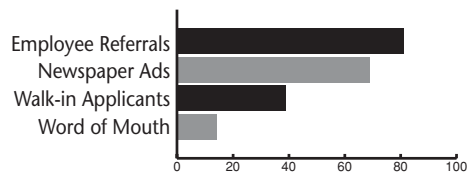
Sources of Filled Vacancies

Of the 157 positions filled in the last 12 months, 69% were hired to fill vacated positions, 20% were hired to fill temporary positions, 10% were hired to fill new positions, and 1% were hired to fill vacated positions due to promotions.

Turnover

52%

The four recruitment strategies most successfully used by employers include:



Occupation Size

Very Large (1,360 – 1,650)

Employee Profile

81% Female
19% Male

Where the Jobs Are

SIC 7011 – Hotels and Motels
SIC 7349 – Building Cleaning and Maintenance Services, NEC

Projections

2001 – 2008 Growth Rate:
Faster than average (21.3%)

Over the Next 24 Months

Almost all (94%) employers expect employment in this occupation to remain stable and a few (6%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Almost all (81%) employers promote their employees to higher level positions, such as: Head Housekeepers, Executive Housekeepers, Inspectors/Inspectresses, Front Desk Clerks, and Maintenance Technicians.

Skills Important for Career Advancement

Public contact, Bilingual (English/Spanish), work ethic, energetic, self-directed, supervision, and computer skills

State Outlook

Between 2000 – 2010, this occupation is expected to grow 28.6% while the total growth for all occupations is expected to grow 22.2% during this period in California.

California Occupational Guide Number

88 and 551

Training Providers (Refer to Appendix E for Contact Information)

Unavailable

Maintenance Repairers – General Utility

OES 851320

17 Firms Responded
49 Jobs Represented

Job Description

General Utility Maintenance Repairers perform work involving two or more maintenance skills to keep the machines, mechanical equipment, and/or structure of an establishment in repair. This occupation is generally found in a small establishment where specialization in maintenance work is impractical. Their duties may involve pipefitting, boilermaking, insulating, welding, machining, machine and equipment repairing, carpentry, and electrical work, as well as planning and laying out of work relating to repairs; repairing electrical and/or mechanical equipment; installing, aligning and balancing new equipment; and repairing buildings, floors, or stairs.

Common Job Titles

Maintenance Technicians and Maintenance Workers

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$7.00 – \$13.98	\$7.50
New hires, experienced	\$9.00 – \$15.41	\$12.00
3+ years with firm	\$9.00 – \$20.07	\$15.50

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$1.50 to \$1.61 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	41%	0%	35%	6%
Dental Insurance:	29%	0%	24%	0%
Vision Insurance:	18%	0%	24%	0%
Life Insurance:	35%	0%	12%	0%
Paid Sick Leave:	76%	0%	0%	0%
Paid Vacation:	88%	6%	0%	0%
Retirement Plan:	35%	0%	12%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include short-term and long-term disability.

Unionization

94% Non-Union

Hours

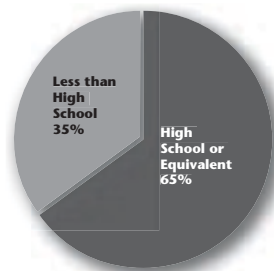
Almost all (80%) employees in this occupation work full time – 40 hours/week, a few work part time – 21 hours/week, and a few work temporary – 20 hours/week.

Shifts

Almost all (94%) responding employers offer day shifts, some offer swing shifts, and a few offer graveyard shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	71%
Not Required	18%
Preferred	11%

Almost all responding employers require or prefer an average of 23 months of prior work experience. Some (31%) responding employers accept experience in other occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	43%
No	57%

Technical or Vocational Training

Required	30%
Not Required	35%
Preferred	35%

Most responding employers require or prefer an average of 11 months of maintenance repair, heating, air conditioning, refrigeration, electrical, or mechanical training.

Maintenance Repairers – General Utility

Researched in 2001

Skills Information

Skills in: record keeping, carpentry, painting, welding, plumbing, and electrical; Ability to: read blueprints and operate power hand tools

Computer software skills were sought by a few employers in word processing, spreadsheet, and database programs.

Employment Trends

Supply & Demand Assessment

Some (29%) employers found hiring inexperienced qualified applicants to be moderately difficult. Most (71%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	76%
Grew	24%

Sources of Filled Vacancies

Of the 17 positions filled in the last 12 months, 65% were hired to fill vacated positions, 18% were hired to fill temporary positions, 12% were hired to fill new positions, and 5% were hired to fill positions due to promotions.

Turnover

26%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	82%
Employee Referrals	53%
In-house Promotion or Transfer	47%

Occupation Size

Very Large (980 – 1,120)

Employee Profile

92% Male

8% Female

Where the Jobs Are

SIC 6512 – Operators of Nonresidential Buildings

SIC 6513 – Operators of Apartment Buildings

SIC 6515 – Operators of Residential Mobile Home Sites

SIC 6531 – Real Estate Agents and Managers

SIC 7011 – Hotels and Motels

SIC 8222 – Junior Colleges and Technical Institutes

Projections

1999 – 2006 Growth Rate:

Slower than average (14.3%)

Over the Next 24 Months

Most (76%) employers expect employment in this occupation to remain stable while some (24%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Many (47%) employers promote their employees to higher level positions, such as: Assistant Managers, Supervisors, and Maintenance Managers.

Skills Important for Career Advancement

Electrical, mechanical, work effectively with others, and ability to manage a team

State Outlook

Between 1998 and 2008, this occupation is expected to grow 16.9% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

560

Training Providers (Refer to Appendix E for Contact Information)

Cuesta College
Programs: *Building/Property Maintenance and Manager*
Welder/Welding Technologist

Plumbers and Steamfitters Local Union No. 409
Programs: *Plumber and Pipefitter*
Welder/Welding Technologist

Marketing, Advertising, and Public Relations Managers

OES 130110

16 Firms Responded

25 Jobs Represented

Job Description

Marketing, Advertising, and Public Relations Managers formulate marketing policies, direct sales activities, and plan, organize, and direct advertising and public relations activities for a department, an entire organization, or on an account basis.

Common Job Titles

Marketing Managers, Public Relations Managers, and Account Managers

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	Insufficient Data	
New hires, experienced	\$10.00 – \$23.01	\$15.13
3+ years with firm	\$11.00 – \$28.77	\$16.92

Other forms of compensation paid by some employers include bonuses and commissions ranging from an additional \$0.96 to \$8.63 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	44%	0%	50%	0%
Dental Insurance:	31%	0%	38%	0%
Vision Insurance:	19%	0%	31%	0%
Life Insurance:	50%	0%	19%	0%
Paid Sick Leave:	100%	0%	0%	0%
Paid Vacation:	100%	0%	0%	0%
Retirement Plan:	44%	0%	25%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include cafeteria plans.

Unionization

100% Non-Union

Hours

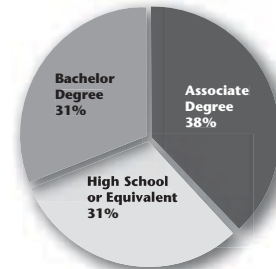
All (100%) employees in this occupation work full time – 42 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	81%
Not Required	6%
Preferred	13%

Almost all responding employers require or prefer an average of 30 months of prior work experience. Many (57%) responding employers accept experience in sales management, customer service or media related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	20%
No	80%

Technical or Vocational Training

Required	12%
Not Required	69%
Preferred	19%

Some responding employers require or prefer an average of 11 months of computer graphics, commercial advertising, marketing, or sales training.

Skills Information

Skills in: understanding labor relations practices and media; Ability to: analyze and use market research data and reports, meet deadlines, and maintain business relations

Computer software skills were sought by almost all employers in word processing programs, most employers sought skills in spreadsheet programs, many employers sought skills in desktop pub-

Marketing, Advertising, and Public Relations Managers

Researched in 2001

lishing and database programs, and some employers sought skills in Internet and business programs.

Employment Trends

Supply & Demand Assessment

A few (19%) employers found hiring inexperienced qualified applicants to be moderately difficult. Almost all (81%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	100%
Grew	0%

Sources of Filled Vacancies

Of the 5 positions filled in the last 12 months, 60% were hired to fill vacated positions and 40% were hired to fill positions due to promotions.

Turnover

20%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	80%
Employee Referrals	67%
In-house Promotion or Transfer	40%

Occupation Size

Large (330 – 420)

Employee Profile

80% Female
20% Male

Where the Jobs Are

SIC 2084 – Wines, Brandy, and Brandy Spirits
SIC 4833 – Television Broadcasting Stations
SIC 5182 – Wine and Distilled Alcoholic Beverages

SIC 6732 – Educational, Religious, and Charitable Trusts

SIC 7011 – Hotels and Motels

SIC 7311 – Advertising Agencies

SIC 8611 – Business Associations

SIC 8748 – Business Consulting Services

Projections

1999 – 2006 Growth Rate:

Must faster than average (27.3%)

Over the Next 24 Months

Almost all (88%) employers expect employment in this occupation to remain stable and a few (12%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Many (50%) employers promote their employees to higher level positions, such as: Sales Managers, General Managers, Directors, and Vice Presidents.

Skills Important for Career Advancement

Creativity, leadership, problem solving, product knowledge, motivation, and communication skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 28.8% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

276

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Business Administration and Management, General Marketing Management and Research, Other Public Relations and Organizational Communications*

California Polytechnic State University, Extended Studies
Programs: *Marketing Management and Research, Other*

Cuesta College
Programs: *Business Administration and Management, General Marketing Operations/Marketing and Distribution, Other*

University of La Verne
Programs: *Business Administration and Management, General*

Medical Assistants

SOC 319092

16 Firms Responded
128 Jobs Represented

Job Description

Perform administrative and certain clinical duties under the direction of physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.

Common Job Titles

Medical Assistants, Back Office Assistants, and Front Office Receptionists

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$8.00 – \$11.00	\$9.00
New hires, experienced	\$8.50 – \$14.50	\$11.00
3+ years with firm	\$10.00 – \$17.00	\$12.75

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	50%	14%	44%	14%
Dental Insurance:	19%	0%	13%	0%
Vision Insurance:	6%	0%	0%	0%
Life Insurance:	38%	14%	6%	0%
Sick Leave:	88%	29%	0%	0%
Vacation:	88%	29%	0%	0%
Retirement Plan:	63%	43%	25%	14%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

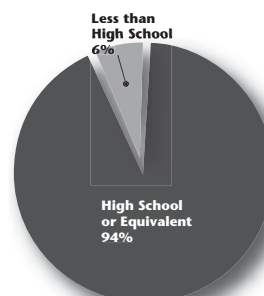
Almost all (85%) employees in this occupation work full time – 38 hours/week and a few employees work part time – 27 hours/week.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer evening shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	31%
Not Required	6%
Preferred	63%

Almost all responding employers require or prefer an average of 10 months of prior work experience. Most (60%) responding employers accept experience in other medical related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	67%
No	33%

Technical or Vocational Training

Required	56%
Not Required	31%
Preferred	13%

Most responding employers require or prefer an average of 7 months of medical assistant training.

Skills Information

Skills in: knowledge of medical terminology and understanding of inventory techniques; Ability to: complete/explain medical insurance forms, administer injections, transcribe medical records and reports, administer an electro-cardiograph (EKG) test, apply sterilization techniques, follow billing procedures, handle crisis situations, and draw blood; Certifications: Medical Assistant (MA) and Registered Medical Assistant (RMA)

Computer software skills were sought by some employers in word processing and medical records/billing programs (such as: Raintree Systems) and a few employers sought skills in spreadsheet and database programs.

Employment Trends

Supply & Demand Assessment

Most (69%) employers found hiring inexperienced qualified applicants to be very difficult. Some (31%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	56%
Grew	44%

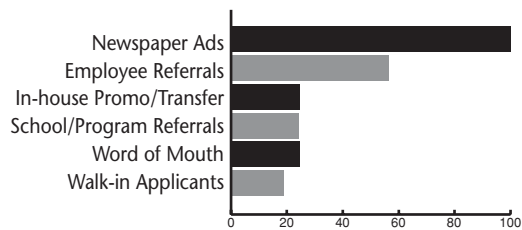
Sources of Filled Vacancies

Of the 40 positions filled in the last 12 months, 55% were hired to fill vacated positions, 35% were hired to fill new positions, 5% were hired to fill temporary positions, and 5% were hired to fill vacated positions due to promotions.

Turnover

21%

The six recruitment strategies most successfully used by employers include:



Occupation Size

Medium (260 – 330)

Employee Profile

94% Female

6% Male

Where the Jobs Are

SIC 8011 – Offices and Clinics of Doctors of Medicine

SIC 8071 – Medical Laboratories

Projections

2001 – 2008 Growth Rate:

Much faster than average (26.9%)

Over the Next 24 Months

Most (63%) employers expect employment in this occupation to remain stable and some (37%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Many (56%) employers promote their employees to higher level positions, such as: Supervisors, Office Managers, and Billing Clerks.

Skills Important for Career Advancement

Billing, medical terminology, further education, anticipate needs, work ethic, and people skills

State Outlook

Between 2000 – 2010, this occupation is expected to grow 52.7% while the total growth for all occupations is expected to grow 22.2% during this period in California.

California Occupational Guide Number

513

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers

Programs: *Medical Insurance Specialist/Medical Biller*

Central California School of Continuing Education

Programs: *Medical/Clinical Assistant*

Medical Transcription/Transcriptionist

Cuesta College

Programs: *Medical/Clinical Assistant*

Professional Career Training Institute

Programs: *Medical Office Assistant/Specialist*

Medical Records Technicians

OES 329110

16 Firms Responded
64 Jobs Represented

Job Description

Medical Records Technicians compile and maintain medical records of hospital and clinic patients.

Common Job Titles

Medical Records Clerks and Medical Receptionists

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$7.00 – \$10.00	\$9.00
New hires, experienced	\$8.00 – \$13.00	\$10.25
3+ years with firm	\$8.00 – \$14.50	\$11.48

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	50%	0%	31%	0%
Dental Insurance:	13%	0%	38%	0%
Vision Insurance:	13%	0%	31%	0%
Life Insurance:	31%	0%	6%	0%
Paid Sick Leave:	69%	6%	6%	0%
Paid Vacation:	81%	6%	0%	0%
Retirement Plan:	19%	0%	25%	6%
Child Care:	6%	0%	6%	0%

Unionization

100% Non-Union

Hours

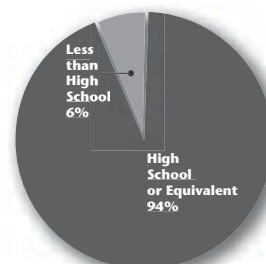
Most (69%) employees in this occupation work full time – 40 hours/week and some (31%) employees work part time – 27 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	31%
Not Required	6%
Preferred	63%

Almost all responding employers require or prefer an average of 11 months of prior work experience. Most (67%) responding employers accept experience in other occupations, such as positions within the medical, dental, or office settings, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	60%
No	40%

Technical or Vocational Training

Required	13%
Not Required	75%
Preferred	12%

Some responding employers require or prefer an average of 5 months of computer or medical record administration training.

Skills Information

Skills in: transcription, analysis, understanding of medical terminology, and Medicare rules and regulations; Ability to: pay attention to detail and work under pressure

New skills sought by a few employers were Spanish language skills and knowledge of insurance benefits.

Computer software skills were sought by some employers in word processing, database, and medical practice management programs.

Medical Records Technicians

Researched in 2001

Employment Trends

Supply & Demand Assessment

Most (69%) employers found hiring inexperienced qualified applicants to be moderately difficult. Some (31%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	81%
Grew	19%

Sources of Filled Vacancies

Of the 22 positions filled in the last 12 months, 59% were hired to fill vacated positions, 23% were hired to fill vacated positions due to promotion, and 18% were hired to fill new positions.

Turnover

30%

The four recruitment strategies most successfully used by employers include:

Newspaper Ads	94%
Employee Referrals	69%
In-house Promotion and Transfer	25%
Walk-in Applications	25%

Occupation Size

Small (64*)

*Adjusted based on actual 2001 sample size (Jobs Represented)

Employee Profile

98% Female

2% Male

Where the Jobs Are

SIC 8011 – Offices and Clinics of Doctors of Medicine

SIC 8021 – Offices and Clinics of Dentists

SIC 8062 – General Medical and Surgical Hospitals

Projections

1999 – 2006 Growth Rate:

Faster than average (20%)

Over the Next 24 Months

Most (75%) employers expect employment in this occupation to remain stable while some (25%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (63%) employers promote their employees to higher level positions, such as: Coordinators and Supervisors.

Skills Important for Career Advancement

Medical billing, Dictaphone/Telephone, reliability, and detail-oriented skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 73.5% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

134

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers

Programs: *Medical Records Technology/Technician*

Central California School of Continuing Education

Programs: *Medical Assistant*

Cuesta College

Programs: *Medical Assistant*

Specialized Technical Education Program School

Programs: *Medical Administrative Assistant/Secretary*
Medical Records Administration

University of La Verne

Programs: *Health System/Health Services Administration*

Nurse Aides

OES 660080

17 Firms Responded
376 Jobs Represented

Job Description

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work.

Common Job Titles

Nurse Aides, Residential Aides, Certified Nurse Assistants, and Caregivers

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$6.33 – \$8.00	\$7.50
New hires, experienced	\$6.90 – \$9.00	\$8.00
3+ years with firm	\$6.90 – \$11.00	\$9.00

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	12%	6%	41%	6%
Dental Insurance:	12%	6%	35%	6%
Vision Insurance:	6%	6%	29%	6%
Life Insurance:	12%	12%	18%	0%
Paid Sick Leave:	41%	12%	0%	0%
Paid Vacation:	59%	18%	0%	0%
Retirement Plan:	12%	12%	12%	0%
Child Care:	0%	0%	0%	0%

Unionization

94% Non-Union

Hours

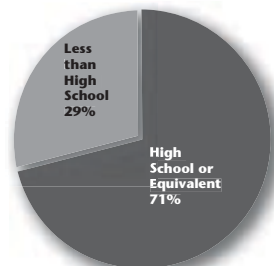
Most (77%) employees in this occupation work full time – 41 hours/week, some work part time – 26 hours/week, and a few work temporary – 19 hours/week.

Shifts

All (100%) responding employers offer day shifts, almost all offer swing shifts, most offer graveyard shifts, and a few offer 12 or 24 hour shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	24%
Not Required	47%
Preferred	29%

Many responding employers require or prefer an average of 6 months of prior work experience. Most (67%) responding employers accept experience in other related occupations to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	78%
No	22%

Technical or Vocational Training

Required	18%
Not Required	76%
Preferred	6%

Some responding employers require or prefer an average of 6 months of nurse aid training.

Skills Information

Skills in: record keeping, understanding orthopedic care, asepsis, and surgical preparation procedures; Ability to: administer emergency First Aid, perform Cardiopulmonary Resuscitation (CPR), and handle crisis situations; Licenses: Certified Nursing Assistant (CNA)

Computer software skills were not sought by any employers.

Employment Trends

Supply & Demand Assessment

Most (76%) employers found hiring inexperienced qualified applicants to be moderately difficult. Some (24%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	65%
Grew	35%

Sources of Filled Vacancies

Of the 156 positions filled in the last 12 months, 84% were hired to fill vacated positions, 8% were hired to fill vacated positions due to promotions, 7% were hired to fill new positions, and 1% were hired to fill temporary positions.

Turnover

39%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	100%
Employee Referrals	47%
Walk-in Applications	41%

Occupation Size

Very Large (650 – 750)

Employee Profile

75% Female

25% Male

Where the Jobs Are

SIC 8011 – Offices and Clinics of Doctors of Medicine

SIC 8051 – Skilled Nursing Care Facilities

SIC 8052 – Intermediate Care Facilities

SIC 8062 – General Medical and Surgical Hospitals

SIC 8082 – Home Health Care Services

SIC 8361 – Residential Care

Projections

1999 – 2006 Growth Rate:

Average (15.4%)

Over the Next 24 Months

Many (59%) employers expect employment in this occupation to remain stable, some (35%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Many (53%) employers promote their employees to higher level positions, such as: Care Coordinators, Administrative Assistants, Medical Records Technicians, Licensed Vocational Nurses, Registered Nurses, Supervisors, Managers, and Directors.

Skills Important for Career Advancement

Nursing license, dependability, work ethic, organization, motivation, and multi-tasking skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 21.9% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

442

Training Providers (Refer to Appendix E for Contact Information)

Central California School of Continuing Education

Programs: *Medical Assistant*

Cuesta College

Programs: *Medical Assistant*

Office Managers

Non-SOC 113011009

16 Firms Responded

22 Jobs Represented

Job Description

Office Managers coordinate activities of clerical personnel in organization. Analyzes and organizes office operations and procedures, such as typing, filing, preparation of payroll, requisition of supplies, and other clerical services. Evaluates office production, revises procedures, or devises new forms to improve efficiency of workflow. Establishes uniform correspondence procedures and style practices. Coordinates activities of various clerical departments or workers within department. Reviews clerical and personnel records to ensure completeness, accuracy, and timeliness. May prepare organizational budget and monthly financial reports. May hire, train, and supervise clerical staff. May compile, store, and retrieve managerial data, using computer.

Common Job Titles

Office Managers and Administrative Supervisors

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$9.00 – \$12.00	\$10.00
New hires, experienced	\$10.00 – \$16.62	\$13.50
3+ years with firm	\$12.50 – \$25.00	\$16.00

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	43%	0%	36%	0%
Dental Insurance:	36%	0%	7%	0%
Vision Insurance:	29%	0%	14%	0%
Life Insurance:	21%	0%	0%	0%
Sick Leave:	64%	0%	7%	0%
Vacation:	93%	0%	0%	0%
Retirement Plan:	36%	0%	36%	0%
Child Care:	0%	0%	0%	0%

Unionization

94% Non-Union

Hours

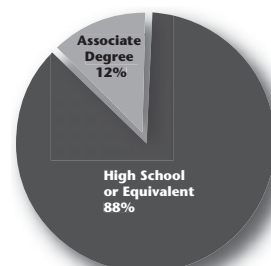
Almost all (91%) employees in this occupation work full time – 40 hours/week and a few employees work part time – 13 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	63%
Not Required	0%
Preferred	37%

All responding employers require or prefer an average of 18 months of prior work experience. Most (73%) responding employers accept experience in other related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	31%
No	69%

Technical or Vocational Training

Required	13%
Not Required	75%
Preferred	12%

Some responding employers require or prefer an average of 8 months of accounting training.

Skills Information

Skills in: public contact, supervisory, payroll processing, and office management; Ability to: follow purchasing and billing procedures, hire and assign personnel, work under pressure, and manage an activity or department

Computer software skills were sought by almost all employers in word processing and spreadsheet programs, many sought skills in accounting programs (such as: QuickBooks), some sought skills in database programs, and a few sought skills in desktop publishing programs.

Employment Trends

Supply & Demand Assessment

Some (37%) employers found hiring inexperienced qualified applicants to be moderately difficult. Most (63%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	88%
Grew	6%

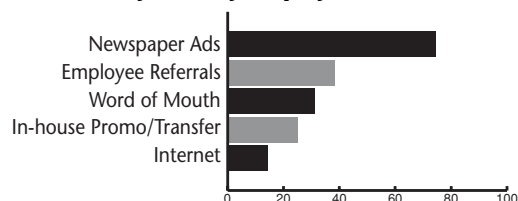
Sources of Filled Vacancies

Of the 5 positions filled in the last 12 months, 60% were hired to fill new positions, 20% were hired to fill vacated positions, and 20% were hired to fill temporary positions.

Turnover

5%

The five recruitment strategies most successfully used by employers include:



Occupation Size

This information is not available for non-SOC occupations.

Employee Profile

91% Female
9% Male

Where the Jobs Are

SIC 1521 – General Contractors-Single Family Houses
SIC 7371 – Computer Programming Services
SIC 8011 – Offices and Clinics of Doctors of Medicine
SIC 8021 – Offices and Clinics of Dentists
SIC 8111 – Legal Services
SIC 8322 – Individual and Family Social Services
SIC 8661 – Religious Organizations
SIC 8741 – Management Services

Projections

2001 – 2008 Growth Rate:

This information is not available for non-SOC occupations.

Over the Next 24 Months

Almost all (81%) employers expect employment in this occupation to remain stable and a few (19%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

A few (6%) employers promote their employees to higher level positions.

Skills Important for Career Advancement

Continued education, decision making, and communication skills

State Outlook

This information is not available for non-SOC occupations.

California Occupational Guide Number

Unavailable

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers

Programs: *Office Management and Supervision*

California Polytechnic State University

Programs: *Business Administration and Management, General*

Colombia College

Programs: *Business Administration and Management, General*

Cuesta College

Programs: *Business Administration and Management, General*
Office Management and Supervision

University of La Verne

Programs: *Business Administration and Management, General*

Shoreline Occupational Services/Goodwill Industries

Programs: *Business Administration, Management and Operations, Other*

Painters and Paperhangers – Construction and Maintenance

OES 874020

16 Firms Responded
104 Jobs Represented

Job Description

Painters, Paperhangers, Construction and Maintenance paint walls, equipment, buildings, bridges, and other structural surfaces using brushes, rollers, and spray guns. They may mix colors or oils to obtain desired color or consistency. Paperhangers cover interior walls and ceilings of rooms with decorative wallpaper or fabric.

Common Job Titles

Painters and Journeyman Painters

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$8.00 – \$8.50	\$8.00
New hires, experienced	\$8.00 – \$15.00	\$12.00
3+ years with firm	\$13.00 – \$19.50	\$15.60

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.22 to \$2.11 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	0%	0%	25%	0%
Dental Insurance:	0%	0%	13%	0%
Vision Insurance:	0%	0%	6%	0%
Life Insurance:	0%	0%	6%	0%
Paid Sick Leave:	13%	0%	0%	0%
Paid Vacation:	56%	0%	0%	0%
Retirement Plan:	13%	0%	38%	0%
Child Care:	0%	0%	0%	0%

Other benefits offered include short-term and long-term disability.

Unionization

100% Non-Union

Hours

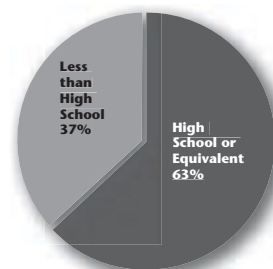
Almost all (92%) employees in this occupation work full time – 40 hours/week, a few work temporary – 45 hours/week, and a few work part time – 23 hours/week.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer swing shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	56%
Not Required	6%
Preferred	38%

Almost all responding employers require or prefer an average of 19 months of prior work experience. Some (23%) responding employers accept experience in other occupations, such as maintenance, drywall, or construction related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	53%
No	47%

Technical or Vocational Training

Required	0%
Not Required	88%
Preferred	12%

A few responding employers prefer an average of 17 months of painting or repair training.

Skills Information

Skills in: brush, roller, spray painting, surface preparation, and drywall installation and repair;
Ability to: work from ladders and scaffolds

Computer software skills were not sought by any employers.

Painters and Paperhangers – Construction and Maintenance

Researched in 2001

Employment Trends

Supply & Demand Assessment

Many (40%) employers found hiring inexperienced qualified applicants to be moderately difficult. Most (60%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	50%
Grew	50%

Sources of Filled Vacancies

Of the 48 positions filled in the last 12 months, 34% were hired to fill new positions, 31% were hired to fill vacated positions, 25% were hired to fill temporary positions, and 10% were hired to fill vacated positions due to promotions.

Turnover

23%

The three recruitment strategies most successfully used by employers include:

Employee Referrals	69%
Newspaper Ads	63%
Walk-in Applications	31%

Occupation Size

Large (380 – 470)

Employee Profile

99% Male

1% Female

Where the Jobs Are

SIC 1721 – Painting and Paper Hanging

Projections

1999 – 2006 Growth Rate:

Faster than average (23.7%)

Over the Next 24 Months

Most (69%) employers expect employment in this occupation to remain stable, some (25%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Almost all (81%) employers promote their employees to higher level positions, such as: Lead Painters, Supervisors, and Foremen.

Skills Important for Career Advancement

Dependability, reliability, management, and customer service skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 19.3% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

148

Training Providers (Refer to Appendix E for Contact Information)

Unavailable

Paralegal Personnel

OES 283050

16 Firms Responded
34 Jobs Represented

Job Description

Paralegal Personnel assist lawyers by doing research in the preparation of lawsuits and/or legal documents as a career professional, usually having either a four-year college degree or a degree from an institute specializing in the paralegal profession. They may gather research data for use as evidence to formulate defense or to initiate legal action.

Common Job Titles

Legal Assistants and Paralegals

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$9.59 – \$14.47	\$10.55
New hires, experienced	\$11.51 – \$21.10	\$14.72
3+ years with firm	\$13.37 – \$24.66	\$18.12

Other forms of compensation paid by some employers include bonuses and commissions ranging from an additional \$0.24 to \$2.40 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	88%	6%	0%	0%
Dental Insurance:	31%	0%	0%	0%
Vision Insurance:	25%	6%	0%	0%
Life Insurance:	50%	6%	0%	0%
Paid Sick Leave:	100%	13%	0%	0%
Paid Vacation:	100%	13%	0%	0%
Retirement Plan:	63%	0%	13%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

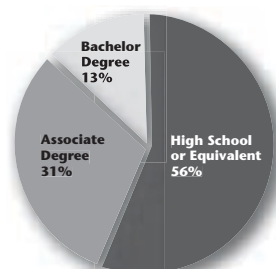
Almost all (88%) employees in this occupation work full time – 40 hours/week and a few employees work part time – 22 hours/week.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer flexible shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	63%
Not Required	0%
Preferred	37%

All responding employers require or prefer an average of 23 months of prior work experience. Some (36%) responding employers accept experience in other occupations, such as Legal Secretaries or Office Managers, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	56%
No	44%

Technical or Vocational Training

Required	38%
Not Required	44%
Preferred	18%

Many responding employers require or prefer an average of 12 months of law related coursework or Paralegal Certification training.

Skills Information

Skills in: understanding of legal terms and court proceedings, investigative research, and record keeping; Ability to: read and comprehend information quickly and work under pressure; Licenses: Paralegal Certification

Computer software skills were sought by all employers in word processing programs, some employers sought skills in legal and on-line research programs, and a few employers sought skills in database and spreadsheet programs.

Employment Trends

Supply & Demand Assessment

Some (37%) employers found hiring inexperienced qualified applicants to be very difficult. Most (63%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	75%
Grew	19%

Sources of Filled Vacancies

Of the 8 positions filled in the last 12 months, 63% were hired to fill vacated positions and 37% were hired to fill new positions.

Turnover

16%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	75%
Employee Referrals	56%
School/Program Referrals	31%

Occupation Size

Small (90 – 120)

Employee Profile

100% Female
0% Male

Where the Jobs Are

SIC 8111 – Legal Services

Projections

1999 – 2006 Growth Rate:

Much faster than average (33.3%)

Over the Next 24 Months

Most (69%) employers expect employment in this occupation to remain stable while some (31%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

A few (19%) employers promote their employees to higher level positions, such as: Senior Paralegals, Senior Managers, and Attorneys.

Skills Important for Career Advancement

Law school, oral and written communication, and analytical skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 67.7% while the total growth for all the occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

464

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Pre-Law Studies*

California Polytechnic State University, Extended Studies
Programs: *Paralegal/Legal Assistant*

Cuesta College

Programs: *Legal Administrative Assistant/Secretary*

Specialized Technical Education Program School
Programs: *Paralegal/Legal Assistant*

Plumbers, Pipefitters, and Steamfitters

OES 875020

15 Firms Responded
81 Jobs Represented

Job Description

Plumbers, Pipefitters, and Steamfitters assemble, install, alter and repair pipe systems (metal, plastic, ceramic, composition, etc.) that carry water, steam, air, or other liquids or gases. This occupation does not include plumbers and pipefitters who primarily install and repair heating, air conditioning, and refrigeration systems.

Common Job Titles

Plumbers, Apprentice Plumbers, and Journeyman Plumbers

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$8.00 – \$12.50	\$10.00
New hires, experienced	\$8.00 – \$19.18	\$15.00
3+ years with firm	\$12.00 – \$35.00	\$20.00

Other forms of compensation paid by a few employers include bonuses and commissions ranging from an additional \$0.48 to \$5.00 per hour.

Union Wages

	Range	Median
New hires, no experience	\$10.00 – \$15.00	\$12.50
New hires, experienced	\$9.94 – \$38.71	\$16.67
3+ years with firm	\$15.53 – \$38.71	\$18.63

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	40%	0%	47%	0%
Dental Insurance:	40%	0%	13%	0%
Vision Insurance:	27%	0%	13%	0%
Life Insurance:	27%	0%	13%	0%
Sick Leave:	53%	7%	0%	0%
Vacation:	73%	7%	7%	0%
Retirement Plan:	20%	7%	33%	0%
Child Care:	7%	7%	0%	0%

Unionization

60% Non-Union

Hours

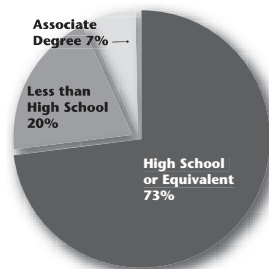
Almost all (95%) employees in this occupation work full time – 39 hours/week and a few employees work part time – 18 hours/week.

Shifts

Almost all (93%) responding employers offer day shifts and some responding employers offer on-call shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	60%
Not Required	7%
Preferred	33%

Almost all responding employers require or prefer an average of 29 months of prior work experience. Most (71%) responding employers accept experience in other various construction or plumbing related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	79%
No	21%

Technical or Vocational Training

Required	33%
Not Required	40%
Preferred	27%

Most responding employers require or prefer an average of 18 months of plumbing training.

Skills Information

Skills in: cost estimating, pipefitting, arc welding, gas welding, and soldering; Ability to: read blueprints, understand building codes, and use hand tools and lift at least 50 lbs. repeatedly; Licenses: Class C-36 Plumbing Contractor; Other: possession of valid driver's license and good DMV record

New skills sought by some employers were customer service and understanding of safety issues and hazardous material.

Plumbers, Pipefitters, and Steamfitters

Researched in 2002

Computer software skills were sought by some employers in spreadsheet, word processing, and basic computer programs and a few employers sought skills in database programs.

Employment Trends

Supply & Demand Assessment

Many (40%) employers found hiring inexperienced qualified applicants to be very difficult. Most (60%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	13%
Remained Stable	54%
Grew	33%

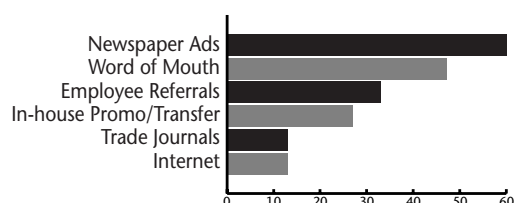
Sources of Filled Vacancies

Of the 26 positions filled in the last 12 months, 46% were hired to fill new positions, 31% were hired to fill vacated positions, 15% were hired to fill vacated positions due to promotions, and 8% were hired to fill temporary positions.

Turnover

17%

The six recruitment strategies most successfully used by employers include:



Occupation Size

Medium (170 – 200)

Employee Profile

96% Male

4% Female

Where the Jobs Are

SIC 1629 – Heavy Construction, Not Elsewhere Classified

SIC 1711 – Plumbing, Heating and Air-Conditioning

SIC 4941 – Water Supply

Projections

1999 – 2006 Growth Rate:

Average (17.6%)

Over the Next 24 Months

Many (53%) employers expect employment in this occupation to remain stable while many (47%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Almost all (87%) employers promote their employees to higher level positions, such as: Lead Plumbers, Supervisors, Construction Managers, Site Managers, and Foremen.

Skills Important for Career Advancement

Additional experience, workmanship, advanced training, management, contract administration, and customer service skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 13.1% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

173

Training Providers (Refer to Appendix E for Contact Information)

Lucia Mar Unified Adult Education

Programs: *Pipefitting/Pipefitter and Sprinkler Fitter*
Plumbing Technology/Plumber

Plumbers and Steamfitters Local Union No. 409

Programs: *Pipefitting/Pipefitter and Sprinkler Fitter*
Plumbing Technology/Plumber

Quality Assurance Managers

Non-SOC 113051009

15 Firms Responded
20 Jobs Represented

Job Description

Quality Assurance Managers set up systems, processes, and implement new programs. They manage/implement quality, reliability, and product safety and administer ISO9000 activities. They are responsible for developing and administering Quality Control Programs, and ensure Quality Control Procedures and Policies are coordinated throughout the company. They are responsible for establishing testing policies and procedures for maintaining a program that will meet the Quality Control needs of the entire organization. They are also responsible for assessing compliance to regulatory and manufacturing specs.

Common Job Titles

Quality Assurance Managers and Quality Control Managers

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$14.38 – \$18.55	\$15.98
New hires, experienced	\$12.79* – \$31.16	\$19.18
3+ years with firm	\$15.98 – \$33.66	\$21.58

Other forms of compensation paid by some employers include bonuses ranging from an addition \$0.48 to \$8.14 per hour.

* Out of pattern wages can occur when employers do not hire employees in all experience levels.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	20%	0%	80%	0%
Dental Insurance:	7%	0%	67%	0%
Vision Insurance:	13%	0%	53%	0%
Life Insurance:	80%	0%	7%	0%
Sick Leave:	73%	0%	7%	0%
Vacation:	100%	0%	0%	0%
Retirement Plan:	33%	0%	40%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

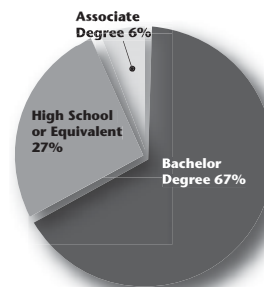
All (100%) employees in this occupation work full time – 43 hours/week.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer swing and graveyard shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	80%
Not Required	0%
Preferred	20%

All responding employers require or prefer an average of 34 months of prior work experience. Some (33%) responding employers accept experience in other manufacturing related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	40%
No	60%

Technical or Vocational Training

Required	40%
Not Required	53%
Preferred	7%

Many responding employers require or prefer an average of 9 months of quality assurance or operations management training.

Skills Information

Skills in: production methods/processes, quality control, costs, knowledge of the practical application of engineering science and technology, and critical thinking; Ability to: design, install, and evaluate quality assurance process sampling systems, inspect and test mechanisms and equipment, recommend revision of specifications, and formulate quality policies/procedures; Licenses: Quality Engineer; Certifications: ISO 9000/9001

Quality Assurance Managers

Researched in 2003

Computer software skills were sought by all employers in word processing programs, almost all sought skills in spreadsheet programs, most sought skills in database programs, some sought skills in management resource planning programs (such as: Microsoft Project and MFG/PRO eB2), and a few sought skills in desktop publishing programs.

Employment Trends

Supply & Demand Assessment

Some (20%) employers found hiring inexperienced qualified applicants to be very difficult. Almost all (80%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	87%
Grew	7%

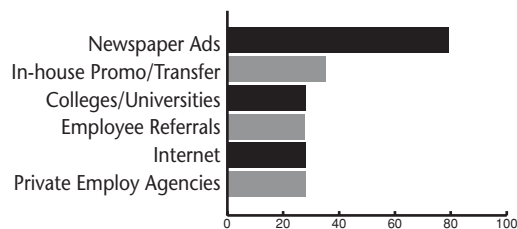
Sources of Filled Vacancies

Of the 4 positions filled in the last 12 months, 75% were hired to fill vacated positions due to promotions and 25% were hired to fill vacated positions.

Turnover

20%

The six recruitment strategies most successfully used by employers include:



Occupation Size

This information is not available for non-SOC occupations.

Employee Profile

90% Male
10% Female

Where the Jobs Are

SIC 2084 – Wines, Brandy, and Brandy Spirits
SIC 3089 – Plastics Products, NEC
SIC 3559 – Special Industry Machinery, NEC
SIC 3569 – General Industrial Machinery and Equipment, NEC
SIC 3599 – Industrial and Commercial Machinery and Equipment, NEC
SIC 3679 – Electronic Components, NEC
SIC 4931 – Electric and Other Services Combined
SIC 8734 – Testing Laboratories

Projections

2001 – 2008 Growth Rate:

This information is not available for non-SOC occupations.

Over the Next 24 Months

Almost all (87%) employers expect employment in this occupation to remain stable, a few (7%) employers expect employment in this occupation to grow and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Many (40%) employers promote their employees to higher level positions, such as: Directors and other Managers.

Skills Important for Career Advancement

Technical knowledge, eye for detail, leadership, knowledge of testing instruments, interpersonal, and communication skills

State Outlook

This information is not available for non-SOC occupations.

California Occupational Guide Number

3

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: Aerospace, Aeronautical and Astronautical Engineering
Agricultural/Biological Engineering and Bioengineering
Biomedical/Medical Engineering
Civil Engineering, General
Electrical, Electronics and Communications Engineering
Engineering Science
Engineering Technology, General
Engineering/Industrial Management
Industrial Engineering
Materials Engineering
Mechanical Engineering

Cuesta College
Programs: Engineering Science
Engineering, General

Radiologic Technologists and Technicians

SOC 292034

8 Firms Responded
79 Jobs Represented

Job Description

Take X-rays and CAT scans or administer nonradioactive materials into patient's blood stream for diagnostic purposes. Includes technologists who specialize in other modalities, such as computed tomography and magnetic resonance. Include workers whose primary duties are to demonstrate portions of the human body on X-ray film or fluoroscopic screen.

Common Job Titles

Radiologic Technologists, Radiologic Technicians, and X-Ray Technicians

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$16.00 – \$18.60	\$18.00
New hires, experienced	\$15.00* – \$26.00	\$19.30
3+ years with firm	\$18.00 – \$24.00*	\$20.50

*Out of pattern wages can occur when employers do not hire employees in all experience levels.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	50%	29%	50%	29%
Dental Insurance:	17%	14%	67%	43%
Vision Insurance:	0%	0%	67%	43%
Life Insurance:	33%	29%	50%	14%
Sick Leave:	100%	57%	0%	0%
Vacation:	100%	43%	0%	0%
Retirement Plan:	50%	29%	50%	29%
Child Care:	0%	0%	0%	0%

Unionization

88% Non-Union

Hours

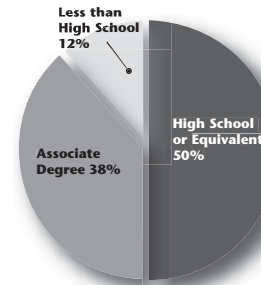
Many (57%) employees in this occupation work full time – 39 hours/week, some (27%) work part time – 27 hours/week, and a few work temporary 18 hours/week.

Shifts

All (100%) responding employers offer day shifts, many (50%) offer weekend and on-call shifts, and some offer swing and graveyard shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	50%
Not Required	25%
Preferred	25%

Most responding employers require or prefer an average of 16 months of prior work experience. Responding employers do not accept experience in other related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	17%
No	83%

Technical or Vocational Training

Required	88%
Not Required	12%
Preferred	0%

Almost all responding employers require an average of 17 months of radiologic technology training.

Skills Information

Skills in: record keeping, CT/ultrasound scanning, and public contact; Ability to: follow fluoroscopic imaging procedures, administer magnetic resonance imaging, follow safe equipment operating practices, use film developing equipment, use a dosimeter, work independently, and lift/move patients; Certifications: Registered Radiation Therapy Technologists (administered by the American Registry of Radiologic Technologists-AART) and Certified Radiologic Technologists (CRT)

Computer software skills were sought by some employers in word processing programs.

Radiologic Technologists and Technicians

Researched in 2003

Employment Trends

Supply & Demand Assessment

Many (50%) employers found hiring inexperienced qualified applicants to be very difficult. Many (50%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	63%
Grew	37%

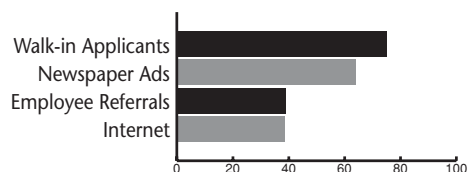
Sources of Filled Vacancies

Of the 15 positions filled in the last 12 months, 80% were hired to fill vacated positions, 13% were hired to fill new positions, and 7% were hired to fill temporary positions.

Turnover

16%

The four recruitment strategies most successfully used by employers include:



Occupation Size

Small (110 – 130)

Employee Profile

67% Female
33% Male

Where the Jobs Are

SIC 8011 – Offices and Clinics of Doctors of Medicine
SIC 8062 – General Medical and Surgical Hospitals
SIC 8071 – Medical Laboratories

Projections

2001 – 2008 Growth Rate:
Faster than average (18.2%)

Over the Next 24 Months

Most (63%) employers expect employment in this occupation to remain stable and some (37%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Many (50%) employers promote their employees to higher level positions, such as: Administrators and Supervisors.

Skills Important for Career Advancement

Increased knowledge of technology/surgical procedures, experience, certifications, management, and people skills

State Outlook

Between 2000 – 2010, this occupation is expected to grow 24.0% while the total growth for all occupations is expected to grow 22.2% during this period in California.

California Occupational Guide Number

89 and 535

Training Providers (Refer to Appendix E for Contact Information)

Central California School of Continuing Education
Programs: Radiologic Technology/Science – Radiographer

Registered Nurses

OES 325020

17 Firms Responded
369 Jobs Represented

Job Description

Registered Nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. This occupation does not include Nursing Instructors and Teachers.

Common Job Titles

Registered Nurses (RNs), Charge Nurses, and Directors

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$11.40 – \$22.50	\$16.00
New hires, experienced	\$15.00 – \$25.00	\$19.88
3+ years with firm	\$14.50 – \$25.00	\$22.00

Other forms of compensation paid by a few employers include shift differentials of \$1.00 per hour and bonuses ranging from an additional \$4.54 to \$6.98 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	24%	0%	53%	24%
Dental Insurance:	29%	0%	47%	24%
Vision Insurance:	24%	0%	41%	24%
Life Insurance:	41%	6%	12%	6%
Sick Leave:	76%	24%	0%	0%
Vacation:	76%	24%	0%	0%
Retirement Plan:	29%	12%	41%	24%
Child Care:	0%	0%	0%	0%

Unionization

82% Non-Union

Hours

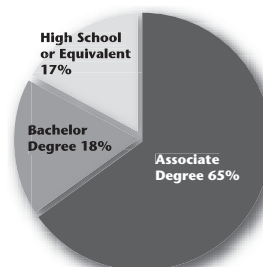
Most (60%) employees in this occupation work full time – 37 hours/week, some (30%) work part time – 24 hours/week, and a few work temporary – 13 hours/week.

Shifts

Many (59%) responding employers offer day shifts, some offer on-call shifts, and a few offer swing, 12 hour, and graveyard shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	47%
Not Required	41%
Preferred	12%

Many responding employers require or prefer an average of 18 months of prior work experience. Many (40%) responding employers accept experience in other related healthcare occupations, to meet their requirement minimum.

Training as a Substitute for Previous Work Experience

Yes	0%
No	100%

Technical or Vocational Training

Required	59%
Not Required	41%
Preferred	0%

Many responding employers require an average of 24 months of nursing or registered nurse training.

Skills Information

Skills in: intensive care treatment, plan and organize work of others, and public contact; Ability to: provide personal services to patients, complete and explain insurance forms, work under pressure, administer Electro-cardiograph (EKG) test, and apply transferring techniques to move patients; Licenses: Registered Nurse

New skills sought by some employers were the ability to perform Cardiopulmonary Resuscitation (CPR) and work with developmentally disabled adults and the elderly.

Computer software skills were sought by some employers in basic computer programs and a few employers sought skills in word processing programs.

Employment Trends

Supply & Demand Assessment

Many (53%) employers found hiring inexperienced qualified applicants to be very difficult. Many (47%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	53%
Grew	41%

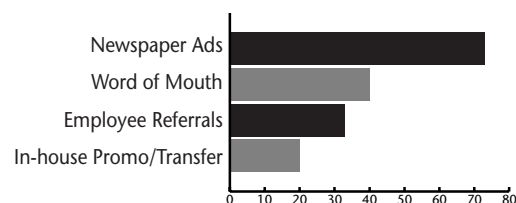
Sources of Filled Vacancies

Of the 47 positions filled in the last 12 months, 77% were hired to fill vacated positions, 13% were hired to fill new positions, 6% were hired to fill temporary positions, and 4% were hired to fill vacated positions due to promotions.

Turnover

10%

The four recruitment strategies most successfully used by employers include:



Occupation Size

Very Large (1,340 – 1,470)

Employee Profile

93% Female

7% Male

Where the Jobs Are

SIC 8011 – Offices and Clinics of Doctors of Medicine

SIC 8051 – Skilled Nursing Facilities

SIC 8059 – Nursing and Personal Care Facilities, Not Elsewhere Classified

SIC 8062 – General Medical and Surgical Hospitals

SIC 8211 – Elementary and Secondary Schools

SIC 8361 – Residential Care

Projections

1999 – 2006 Growth Rate:

Slower than average (9.7%)

Over the Next 24 Months

Many (59%) employers expect employment in this occupation to grow and many (41%) employers expect employment in this occupation to remain stable.

Other Relevant Information

Promotional Opportunities

Most (76%) employers promote their employees to higher level positions, such as: Supervisors, Administrators, and Assistant Directors/Directors of Nursing.

Skills Important for Career Advancement

Communication, continued education within the medical field, work habits, organization, and good people skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 28.5% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

29

Training Providers (Refer to Appendix E for Contact Information)

Cuesta College

Programs: Nursing – Registered Nurse Training (RN, ASN, BSN, MSN)

Salespersons – Retail (Except Vehicle Sales)

OES 490112

16 Firms Responded
415 Jobs Represented

Job Description

Retail Salespersons (except Vehicle Sales) sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays.

Common Job Titles

Clerks, Sales Clerks, Sales Associates, and Sales Representatives

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$6.25 – \$7.00	\$7.00
New hires, experienced	\$6.25 – \$10.07	\$7.00
3+ years with firm	\$6.25 – \$12.00	\$8.38

Other forms of compensation paid by a few employers include bonuses and commissions ranging from an additional \$0.45 to \$0.96 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	19%	0%	44%	6%
Dental Insurance:	13%	0%	31%	6%
Vision Insurance:	0%	0%	13%	0%
Life Insurance:	0%	0%	13%	6%
Paid Sick Leave:	38%	6%	0%	0%
Paid Vacation:	50%	25%	6%	0%
Retirement Plan:	0%	6%	44%	6%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

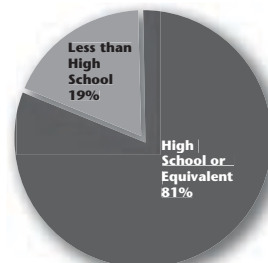
Many (55%) employees in this occupation work part time – 21 hours/week and many (45%) employees work full time – 37 hours/week.

Shifts

All (100%) responding employers offer day shifts, some offer swing shifts, and a few offer evening shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	19%
Not Required	50%
Preferred	31%

Many responding employers require or prefer an average of 17 months of prior work experience. Most (63%) responding employers accept experience in public oriented occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	50%
No	50%

Technical or Vocational Training

Required	0%
Not Required	81%
Preferred	19%

A few responding employers prefer an average of 3 months of industry related training.

Skills Information

Skills in: public contact, sales, cashiering, inventory techniques, and oral communication; Ability to: perform basic math computations and stand for prolonged periods

Computer software skills were sought by some employers in word processing programs and a few employers sought skills in database programs.

Salespersons – Retail (Except Vehicle Sales)

Researched in 2001

Employment Trends

Supply & Demand Assessment

Almost all (81%) employers found hiring inexperienced qualified applicants to be moderately difficult. A few (19%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	50%
Grew	44%

Sources of Filled Vacancies

Of the 121 positions filled in the last 12 months, 55% were hired to fill vacated positions, 25% were hired to fill new positions, 12% were hired to fill vacated positions due to promotions, and 8% were hired to fill temporary positions.

Turnover

21%

The three recruitment strategies most successfully used by employers include:

Employee Referrals	87%
Walk-in Applicants	60%
Newspaper Ads	53%

Occupation Size

Very Large (3,840 – 4,630)

Employee Profile

56% Female

44% Male

Where the Jobs Are

SIC 5251 – Retail Nurseries, Lawn and Garden Supply Stores

SIC 5311 – Department Stores

SIC 5941 – Sporting Goods Stores and Bicycle Shops

SIC 5942 – Book Stores

SIC 5943 – Stationery Stores

SIC 5944 – Jewelry Stores

SIC 5945 – Hobby, Toy, and Game Shops

SIC 5947 – Gift, Novelty, and Souvenir Shops

Projections

1999 – 2006 Growth Rate:

Faster than average (20.6%)

Over the Next 24 Months

Most (69%) employers expect employment in this occupation to remain stable, some (25%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Most (75%) employers promote their employees to higher level positions, such as: Assistant Managers, Managers, Department Managers, Supervisors, and Buyers.

Skills Important for Career Advancement

Knowledge of product, customer service, leadership, dependability, detail oriented, and sales skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 18.4% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

536

Training Providers (Refer to Appendix E for Contact Information)

Cuesta College

Programs: Marketing Operations/Marketing and Distribution, Other

Shoreline Occupational Services/Goodwill Industries

Programs: General Retailing Operations

General Selling Skills and Sales Operations

Secretaries, Except Legal, Medical, and Executive

SOC 436014

15 Firms Responded
129 Jobs Represented

Job Description

Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.

Common Job Titles

Secretaries, Administrative Assistants, and Clerical Assistants

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$7.48 – \$16.00	\$8.00
New hires, experienced	\$8.48 – \$18.50	\$12.67
3+ years with firm	\$9.97 – \$19.00	\$14.00

Union Wages

	Range	Median
New hires, no experience	\$11.94 – \$12.95	\$12.38
New hires, experienced	\$12.38 – \$14.48	\$12.75
3+ years with firm	\$13.50 – \$15.30	\$13.93

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	29%	0%	57%	14%
Dental Insurance:	36%	0%	43%	14%
Vision Insurance:	29%	0%	29%	14%
Life Insurance:	36%	0%	7%	0%
Sick Leave:	79%	29%	7%	14%
Vacation:	93%	57%	7%	14%
Retirement Plan:	21%	14%	64%	29%
Child Care:	0%	0%	0%	0%

Unionization

53% Union

Hours

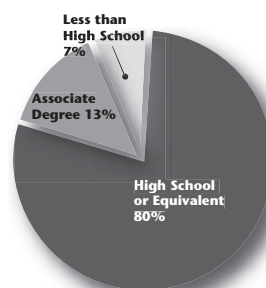
Most (68%) employees in this occupation work full time – 40 hours/week, some (25%) work temporary – 40 hours/week, and a few employees work part time – 24 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	60%
Not Required	7%
Preferred	33%

Almost all responding employers require or prefer an average of 20 months of prior work experience. Most (73%) responding employers accept experience in other office or clerical related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	50%
No	50%

Technical or Vocational Training

Required	13%
Not Required	67%
Preferred	20%

Some responding employers require or prefer an average of 8 months of computer or office administration training.

Skills Information

Skills in: telephone answering, proofreading, and alphabetic and numeric filing; Ability to: maintain an appointment calendar, take dictation at 100 words per minute (wpm), write effectively, read and follow instructions, and type at least 60 wpm

New skills sought by a few employers were Spanish language skills.

Computer software skills were sought by all employers in word processing and spreadsheet programs, most employers sought skills in database programs, and some employers sought skills in desktop publishing, internet, and financial programs.

Secretaries, Except Legal, Medical, and Executive

Researched in 2003

Employment Trends

Supply & Demand Assessment

Many (40%) employers found hiring inexperienced qualified applicants not difficult. Most (60%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	7%
Remained Stable	80%
Grew	13%

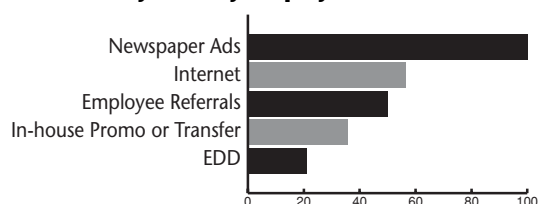
Sources of Filled Vacancies

Of the 59 positions filled in the last 12 months, 65% were hired to fill temporary positions, 24% were hired to fill vacated positions, 8% were hired to fill vacated positions due to promotions, and 3% were hired to fill new positions.

Turnover

15%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Very Large (1,070 – 1,100)

Employee Profile

95% Female
5% Male

Where the Jobs Are

SIC 6531 – Real Estate Agents and Managers

SIC 8011 – Offices and Clinics of Doctors of Medicine

SIC 8211 – Elementary and Secondary Schools

SIC 8222 – Colleges, Universities, and Professional Schools

Projections

2001 – 2008 Growth Rate:

Slower than average (2.8%)

Over the Next 24 Months

Most (67%) employers expect employment in this occupation to remain stable, some (27%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Almost all (87%) employers promote their employees to higher level positions, such as: Accounting Technicians, Administrative Assistants, and Executive Assistants.

Skills Important for Career Advancement

Oral and written communication, attention to detail, organizational, and interpersonal skills

State Outlook

Between 2000 – 2010, this occupation is expected to grow 5.7% while the total growth for all occupations is expected to grow 22.2% during this period in California.

California Occupational Guide Number

128

Training Providers (Refer to Appendix E for Contact Information)

Atlas Computer Centers

Programs: *Business Operations Support and Secretarial Services, Other General Office Occupations and Clerical Services*

Cuesta College

Programs: *Administrative Assistant and Secretarial Science, General*

Professional Career Training Institute

Programs: *Administrative Assistant and Secretarial Science, General General Office Occupations and Clerical Services*

Separating, Filtering, Clarifying, Precipitating, and Still Machine Operators and Tenders (Wine Cellar Workers)

OES 929620

15 Firms Responded
149 Jobs Represented

Job Description

Separating, Filtering, Clarifying, Precipitating and Still Machine Operators and Tenders operate or tend machines, such as filter presses, shaker screens, centrifuges, condenser tubes, precipitator tanks, fermenting tanks, evaporating tanks, scrubbing towers and batch stills, to extract, sort, or separate liquids, gases, or solid materials from other materials in order to recover a refined product or material. This occupation does not include workers who operate equipment to control chemical changes or reactions.

Common Job Titles

Cellar Workers and Cellar Masters

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$7.00 – \$9.50	\$8.00
New hires, experienced	\$8.00 – \$12.95	\$10.00
3+ years with firm	\$9.00 – \$15.00	\$12.50

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.31 to \$0.62 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	47%	7%	40%	0%
Dental Insurance:	40%	7%	27%	0%
Vision Insurance:	27%	7%	27%	0%
Life Insurance:	53%	7%	20%	0%
Sick Leave:	93%	7%	0%	0%
Vacation:	93%	7%	0%	0%
Retirement Plan:	27%	7%	20%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

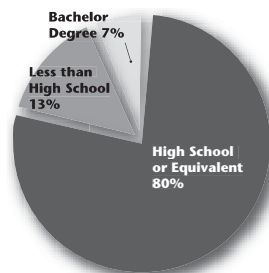
Most (67%) employees in this occupation work full time – 43 hours/week, some work seasonal – 51 hours/week, and a few work part time – 29 hours/week.

Shifts

Almost all (93%) responding employers offer day shifts, some offer swing and harvest shifts (longer hours), and a few offer graveyard shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	20%
Not Required	27%
Preferred	53%

Most responding employers require or prefer an average of 17 months of prior work experience. Almost all (80%) responding employers accept experience in other manufacturing or food and beverage industry related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	64%
No	36%

Technical or Vocational Training

Required	13%
Not Required	67%
Preferred	20%

Some responding employers require or prefer an average of 6 months of mechanical equipment (forklift), and food and beverage process training.

Skills Information

Skills in: operation monitoring, quality control analysis, and equipment maintenance; Ability to: calculate weights and measurements, follow safe equipment operating practices, accurately record and report information, work independently, and lift 100 lbs. repeatedly

Separating, Filtering, Clarifying, Precipitating, and Still Machine Operators and Tenders (Wine Cellar Workers)

Researched in 2002

New skills sought by some employers were mechanical aptitude, willingness to learn, and follow strict guidelines and directions.

Computer software skills were sought by some employers in spreadsheet programs and a few employers sought skills in word processing programs.

Employment Trends

Supply & Demand Assessment

Almost all (80%) employers found hiring inexperienced qualified applicants to be moderately difficult. Some (20%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	53%
Grew	47%

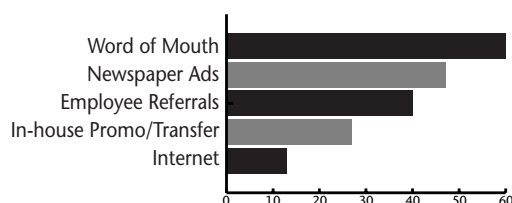
Sources of Filled Vacancies

Of the 50 positions filled in the last 12 months, 78% were hired to fill temporary positions, 10% were hired to fill new positions, 6% were hired to fill vacated positions, and 6% were hired to fill vacated positions due to promotions.

Turnover

4%

The five recruitment strategies most successfully used by employers include:



Occupation Size

This information is not available.

Employee Profile

83% Male
17% Female

Where the Jobs Are

SIC 0172 – Grapes
SIC 2084 – Wines, Brandy, and Brandy Spirits

Projections

1999 – 2006 Growth Rate:
This information is not available.

Over the Next 24 Months

Many (47%) employers expect employment in this occupation to remain stable, many (47%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Almost all (87%) employers promote their employees to higher level positions, such as: Supervisors, Assistant Winemakers, Winemakers, and Enologists.

Skills Important for Career Advancement

Knowledge of wine production process, desire to learn, good work habits, attention to detail, and leadership skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 11.5% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

None

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Crop Production*

Cuesta College
Programs: *Crop Production*

Systems Analysts - Electronic Data Processing

OES 251020

11 Firms Responded
29 Jobs Represented

Job Description

Systems Analysts, Electronic Data Processing, analyze business, scientific, and technical problems for application to electronic data processing systems. This occupation does not include persons working primarily as engineers, mathematicians, programmers, or scientists.

Common Job Titles

Systems Analysts and Operations Specialists

Wages and Benefits

All Employers Wages (Union and Non-Union)

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$10.65 – \$19.90	\$12.40
New hires, experienced	\$8.00* – \$21.60	\$16.00
3+ years with firm	\$12.00 – \$27.57	\$18.00

*Out of pattern wages can occur when employers do not hire employees in all experience levels.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	27%	0%	55%	9%
Dental Insurance:	45%	0%	45%	9%
Vision Insurance:	36%	0%	36%	9%
Life Insurance:	64%	0%	9%	0%
Paid Sick Leave:	91%	9%	0%	0%
Paid Vacation:	91%	9%	0%	0%
Retirement Plan:	45%	0%	27%	9%
Child Care:	0%	0%	0%	0%

Other benefits offered include cafeteria plans.

Unionization

82% Non-Union

Hours

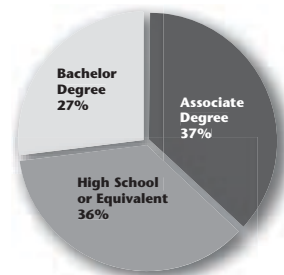
Almost all (90%) employees in this occupation work full time – 44 hours/week, a few work temporary – 29 hours/week, and a few work part time – 28 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	64%
Not Required	27%
Preferred	9%

Most responding employers require or prefer an average of 23 months of prior work experience. Almost all (83%) responding employers accept experience in other occupations, such as Programmers, Database Administrators, or Computer Operations Specialists, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	50%
No	50%

Technical or Vocational Training

Required	36%
Not Required	55%
Preferred	9%

Many responding employers require or prefer an average of 20 months of computer or information technology training.

Skills Information

Skills in: COBOL, UNIX, and C programming languages, hardware and operating systems, algebra, and customer service; Ability to: use database, business, scientific, and engineering application software

New skills sought by a few employers were strategic planning analysis and Internet expertise.

Computer software skills were sought by most employers in operating systems (UNIX and Informix), web-based tools, programming languages (C++ and JAVA), server applications, word processing, spreadsheet, and database programs and some employers sought skills in desktop publishing programs.

Systems Analysts - Electronic Data Processing

Researched in 2001

Employment Trends

Supply & Demand Assessment

Some (36%) employers found hiring inexperienced qualified applicants not difficult. Most (64%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	73%
Grew	27%

Sources of Filled Vacancies

Of the 7 positions filled in the last 12 months, 43% were hired to fill new positions, 29% were hired to fill vacated positions, and 28% were hired to fill temporary positions.

Turnover

8%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	64%
Employee Referrals	55%
Internet	55%

Occupation Size

Medium (160 – 230)

Employee Profile

79% Male

21% Female

Where the Jobs Are

SIC 6411 – Insurance Agents, Brokers, and Service
SIC 7373 – Computer Integrated Systems Design
SIC 8062 – General Medical and Surgical Hospitals
SIC 8322 – Individual and Family Social Services

SIC 8641 – Civic, Social, and Fraternal Associations

SIC 8711 – Engineering Services

SIC 9030 – Local Government, Excluding
Hospital and Education

Projections

1999 – 2006 Growth Rate:

Much faster than average (43.8%)

Over the Next 24 Months

Most (64%) employers expect employment in this occupation to remain stable while some (36%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (64%) employers promote their employees to higher level positions, such as: Senior Technicians, Senior Systems Analysts, Programmers, Database Administrators, Information Systems Supervisors, Information Technology Managers, and Directors.

Skills Important for Career Advancement

Knowledge of advanced technology, problem solving, management, people, and technical skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 90.2% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

541

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: *Computer Engineering*

Computer Science

Management Information Systems and Business Data Processing

California Polytechnic State University, Extended Studies

Programs: *Systems Engineering*

CTE Computer Training Centers, Inc.

Programs: *Computer and Information Sciences, General*

Cuesta College

Programs: *Computer and Information Sciences, General*

Computer Engineering

Lucia Mar Unified Adult Education

Programs: *Computer and Information Sciences, General*

MacTeacher

Programs: *Computer and Information Sciences, General*

Computer Programming

San Luis Coastal Adult School

Programs: *Computer and Information Sciences, General*

Shoreline Occupational Services/Goodwill Industries

Programs: *Computer and Information Sciences, General*

Specialized Technical Education Program School

Programs: *Computer Programming*

Team Assemblers

SOC 512092

15 Firms Responded
517 Jobs Represented

Job Description

Work as part of a team having responsibility for assembling an entire product or component of a product. Team assemblers can perform all tasks conducted by the team in the assembly process and rotate through all or most of them rather than being assigned to a specific task on a permanent basis. May participate in making management decisions affecting the work. Team leaders who work as part of the team should be included.

Common Job Titles

Assemblers and Operators

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$6.75 – \$10.50	\$7.50
New hires, experienced	\$6.75 – \$16.00	\$8.75
3+ years with firm	\$6.75 – \$20.00	\$10.50

Other forms of compensation paid by some employers include bonuses ranging from an additional \$0.10 to \$6.23 per hour.

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	14%	0%	86%	100%
Dental Insurance:	7%	0%	43%	100%
Vision Insurance:	7%	0%	21%	100%
Life Insurance:	50%	100%	7%	0%
Sick Leave:	71%	0%	7%	100%
Vacation:	100%	100%	0%	0%
Retirement Plan:	21%	100%	29%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

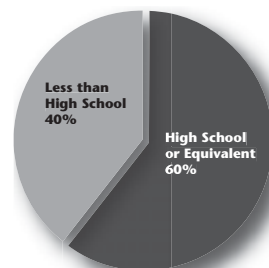
Many (59%) employees in this occupation work full time – 42 hours/week, some (39%) work seasonal – 40 hours/week, a few work temporary 42 hours/week, and a few work part time – 25 hours/week.

Shifts

All (100%) responding employers offer day shifts, some offer swing shifts, and a few offer graveyard shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	20%
Not Required	27%
Preferred	53%

Most responding employers require or prefer an average of 13 months of prior work experience. Many (55%) responding employers accept experience in other welding or manufacturing related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	64%
No	36%

Technical or Vocational Training

Required	7%
Not Required	73%
Preferred	20%

Some responding employers require or prefer an average of 6 months of manufacturing/assembling training.

Skills Information

Skills in: soldering, manual dexterity, eye-hand coordination, good color perception, and mechanical aptitude; Ability to: read plans, perform assembly work, operate power hand tools, stand continuously for 2 or more hours, and perform routine/repetitive work

New skills sought by a few employers were soldering and welding.

Computer software skills were sought by some employers in word processing and spreadsheet programs.

Employment Trends

Supply & Demand Assessment

Almost all (80%) employers found hiring inexperienced qualified applicants to be moderately difficult. Some (20%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	20%
Remained Stable	27%
Grew	53%

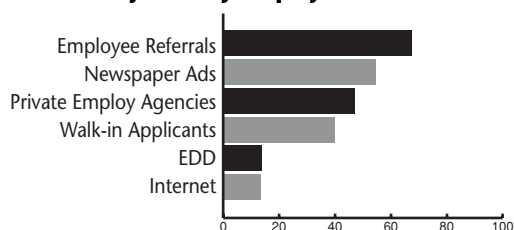
Sources of Filled Vacancies

Of the 269 positions filled in the last 12 months, 76% were hired to fill temporary positions, 13% were hired to fill vacated positions, 8% were hired to fill new positions, and 3% were hired to fill vacated positions due to promotions.

Turnover

8%

The six recruitment strategies most successfully used by employers include:



Occupation Size

Large (550 – 610)

Employee Profile

51% Female
49% Male

Where the Jobs Are

SIC 3089 – Plastics Products, NEC
SIC 3559 – Special Industry Machinery, NEC
SIC 3599 – Industrial and Commercial Machinery and Equipment, NEC
SIC 3651 – Household Audio and Video Equipment
SIC 3679 – Electronic Components, NEC
SIC 3931 – Musical Instruments
SIC 3949 – Sporting and Athletic Goods, NEC
SIC 5712 – Furniture Stores

Projections

2001 – 2008 Growth Rate:
Slower than average (10.9%)

Over the Next 24 Months

Many (53%) employers expect employment in this occupation to grow, many (40%) employers expect employment in this occupation to remain stable, and a few (7%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Almost all (87%) employers promote their employees to higher level positions, such as: Team or Group Leaders, Higher-Level Assemblers, Production Supervisors, Shippers/Receivers, and Operators.

Skills Important for Career Advancement

Computer, work ethic, communication, Bilingual (English/Spanish), product knowledge, leadership, precision, planning, and mechanical skills

State Outlook

Between 2000 – 2010, this occupation is expected to grow 5.0% while the total growth for all occupations is expected to grow 22.2% during this period in California.

California Occupational Guide Number

47

Training Providers (Refer to Appendix E for Contact Information)

Unavailable

Telephone and Cable T.V. Line Installers and Repairers

OES 857020

8 Firms Responded
75 Jobs Represented

Job Description

Telephone and Cable TV Line Installers and Repairers install and repair telephone and telegraph lines, television distribution cables, poles, and related equipment such as supports, insulation, and guywire systems. Other duties include locating and repairing defects in existing systems, and placing, rearranging, and removing underground or aerial cables.

Common Job Titles

Technicians, Communications Technicians, Equipment Technicians, Telecom Technicians, Cable Television Installers, Telecommunications Installers, and Telephone Installers

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$9.50 – \$10.50	\$10.00
New hires, experienced	\$10.00 – \$16.85	\$12.50
3+ years with firm	\$12.49 – \$20.00	\$16.00

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	63%	0%	37%	0%
Dental Insurance:	38%	0%	50%	0%
Vision Insurance:	13%	0%	13%	0%
Life Insurance:	25%	0%	13%	0%
Paid Sick Leave:	25%	0%	13%	0%
Paid Vacation:	63%	0%	13%	0%
Retirement Plan:	25%	0%	25%	0%
Child Care:	0%	0%	0%	0%

Unionization

88% Non-Union

Hours

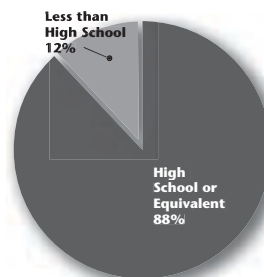
Almost all (99%) employees in this occupation work full time – 40 hours/week and a few employees work part time – 20 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	25%
Not Required	50%
Preferred	25%

Many responding employers require or prefer an average of 12 months of prior work experience. Many (50%) responding employers accept experience in other occupations, such as Computer Networking Specialists, Television Repair Technicians, or Military Communications Technicians, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	25%
No	75%

Technical or Vocational Training

Required	0%
Not Required	75%
Preferred	25%

Some responding employers prefer an average of 4 months of line installation training.

Skills Information

Skills in: problem solving and applying microwave technology; Ability to: operate electrical testing equipment, climb poles, work on-call, and read blueprints and schematics

New skills sought by a few employers were cable pulling and cable termination.

Computer software skills were sought by some employers in telephone systems and operating system (Microsoft DOS) programs.

Telephone and Cable T.V. Line Installers and Repairers

Researched in 2001

Employment Trends

Supply & Demand Assessment

Most (77%) employers found hiring inexperienced qualified applicants to be very difficult. Some (23%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	63%
Grew	37%

Sources of Filled Vacancies

Of the 25 positions filled in the last 12 months, 68% were hired to fill new positions and 32% were hired to fill vacated positions.

Turnover

14%

The three recruitment strategies most successfully used by employers include:

Newspaper Ads	100%
Employee Referrals	75%
Walk-in Applicants	63%

Occupation Size

Large (280 – 370)

Employee Profile

100% Male
0% Female

Where the Jobs Are

SIC 1623 – Water, Sewer, Pipeline, and Communications and Power Line Construction
SIC 1731 – Electrical Work
SIC 4813 – Telephone Communications, Except Radiotelephone
SIC 4841 – Cable and Other Pay Television Services
SIC 7389 – Business Services

Projections

1999 – 2006 Growth Rate:
Much faster than average (32.1%)

Over the Next 24 Months

Many (50%) employers expect employment in this occupation to remain stable and many (50%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (75%) employers promote their employees to higher level positions, such as: Equipment Support Specialists, Sales Engineers, Lead Technicians, Foremen, Supervisors, and Area Managers.

Skills Important for Career Advancement

Troubleshooting, multi-tasking, initiative, leadership, and management skills

State Outlook

Between 1998 and 2008, this occupation is expected to grow 28.1% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

None

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University
Programs: *Electrical, Electronic and Communications Engineering Technology/Technician*
Electrical, Electronics and Communications Engineering

Cuesta College
Programs: *Electrical, Electronic and Communications Engineering Technology/Technician*

International Brotherhood of Electrical Workers Local 639
Programs: *Electrician*

Tellers

OES 531020

16 Firms Responded
309 Jobs Represented

Job Description

Tellers receive and pay out money, and keep records of money and negotiable instruments involved in various financial institutions' transactions.

Common Job Titles

Customer Service Representatives, Drive-up Cashiers, Tellers, Vault Tellers, Senior Tellers, and Member Services Officers

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$7.00 – \$10.70	\$8.00
New hires, experienced	\$8.50 – \$10.70	\$9.50
3+ years with firm	\$8.50 – \$12.35	\$11.00

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.24 to \$1.15 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	38%	31%	31%	25%
Dental Insurance:	44%	31%	31%	25%
Vision Insurance:	38%	31%	31%	25%
Life Insurance:	38%	31%	25%	19%
Paid Sick Leave:	63%	38%	13%	13%
Paid Vacation:	69%	44%	13%	13%
Retirement Plan:	19%	25%	38%	31%
Child Care:	0%	0%	6%	6%

Other benefits offered include long-term disability and flexible plans.

Unionization

100% Non-Union

Hours

Many (51%) employees in this occupation work part time – 27 hours/week, many (48%) work full time – 40 hours/week, and a few work temporary – 13 hours/week.

Shifts

All (100%) responding employers offer day shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	6%
Not Required	50%
Preferred	44%

Many responding employers require or prefer an average of 9 months of prior work experience. Most (71%) responding employers accept experience in other occupations, such as Cashiers and customer related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	37%
No	63%

Technical or Vocational Training

Required	0%
Not Required	88%
Preferred	12%

A few responding employers prefer an average of 8 months of computer training.

Skills Information

Skills in: record keeping and customer service;
Ability to: operate 10-key adding machine by touch and perform repetitive work

New skills sought by most employers were communications, sales, banking, and math skills.

Computer software skills were sought by some employers in word processing and a few employers sought skills in spreadsheet, database, and operating system (Microsoft Windows) programs.

Employment Trends

Supply & Demand Assessment

Almost all (94%) employers found hiring inexperienced qualified applicants to be moderately difficult. A few (6%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	50%
Grew	50%

Sources of Filled Vacancies

Of the 156 positions filled in the last 12 months, 68% were hired to fill vacated positions, 19% were hired to fill vacated positions due to promotions, 11% were hired to fill new positions, and 2% were hired to fill temporary positions.

Turnover

47%

The three recruitment strategies most successfully used by employers include:

Employee Referrals	81%
Newspaper Ads	75%
Walk-in Applicants	69%

Occupation Size

Very Large (590 – 680)

Employee Profile

88% Female
12% Male

Where the Jobs Are

SIC 6021 – National Commercial Banks
SIC 6022 – State Commercial Banks
SIC 6035 – Savings Institutions, Federally Chartered
SIC 6061/6062 – Credit Unions
SIC 6141 – Personal Credit Institutions

Projections

1999 – 2006 Growth Rate:
Average (15.3%)

Over the Next 24 Months

Many (56%) employers expect employment in this occupation to remain stable, some (38%) employers expect employment in this occupation to grow, and a few (6%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Almost all (94%) employers promote their employees to higher level positions, such as: Loan Clerks, New Account Representatives, Personal Bankers, Supervisors, and Branch Managers.

Skills Important for Career Advancement

Customer relations, communications, sales, knowledge of bank products, organizational, and computer skills

State Outlook

Between 1998 and 2008, this occupation is expected to decline 2.4% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

109

Training Providers (Refer to Appendix E for Contact Information)

Unavailable

Tree Trimmers and Pruners

SOC 373013

14 Firms Responded
130 Jobs Represented

Job Description

Cut away dead or excess branches from trees or shrubs to maintain right-of-way for roads, sidewalks, or utilities, or to improve appearance, health, and value of tree. Prune or treat trees or shrubs using handsaws, pruning hooks, shears, and clippers. May use truck-mounted lifts and power pruners. May fill cavities in trees to promote healing and prevent deterioration.

Common Job Titles

Tree Trimmers, Climbers, Laborers, and Landscape Maintenance Workers

Wages and Benefits

Non-Union Wages

	Range	Median
New hires, no experience	\$7.50 – \$9.00	\$8.00
New hires, experienced	\$7.00* – \$10.00	\$10.00
3+ years with firm	\$7.70 – \$14.00	\$12.00

* Out of pattern wages can occur when employers do not hire employees in all experience levels.

Union Wages

	Range	Median
New hires, no experience	\$12.00 – \$16.06	\$13.79
New hires, experienced	\$14.00 – \$16.90	\$16.80
3+ years with firm	\$16.00 – \$19.72	\$18.51

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	8%	0%	23%	0%
Dental Insurance:	15%	0%	15%	0%
Vision Insurance:	15%	0%	15%	0%
Life Insurance:	15%	0%	8%	0%
Sick Leave:	31%	0%	0%	0%
Vacation:	46%	0%	0%	0%
Retirement Plan:	23%	0%	0%	0%
Child Care:	0%	0%	0%	0%

Unionization

79% Non-Union

Hours

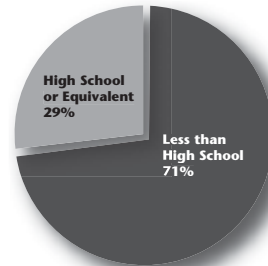
Most (65%) employees in this occupation work full time – 42 hours/week, some (32%) work seasonal – 50 hours/week, and a few work part time – 27 hours/week.

Shifts

All (100%) responding employers offer day shifts and a few responding employers offer night and on-call shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	7%
Not Required	43%
Preferred	50%

Many responding employers require or prefer an average of 11 months of prior work experience. Most (75%) responding employers accept experience in other landscaping related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	75%
No	25%

Technical or Vocational Training

Required	0%
Not Required	86%
Preferred	14%

A few responding employers prefer an average of 3 months of training.

Skills Information

Skills in: pruning, irrigation, lawn/garden care, knowledge of horticulture, pesticides, and herbicides; Ability to: operate power tools, use hand tools, lift at least 75 lbs. repeatedly, work outdoors in all weather conditions, tolerate noise and dust, climb ladders, operate tree and vine trimming equipment, examine tree and vine leaves for damage/disease, and repair fences and tree or vine props; Licenses: valid driver's license

Tree Trimmers and Pruners

Researched in 2003

New skills sought by a few employers were knowledge of new equipment and understanding of maps and blueprints.

Computer software skills were not sought by any responding employers.

Employment Trends

Supply & Demand Assessment

Almost all (93%) employers found hiring inexperienced qualified applicants to be moderately difficult. A few (7%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	0%
Remained Stable	86%
Grew	14%

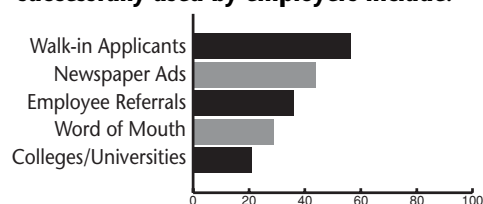
Sources of Filled Vacancies

Of the 47 positions filled in the last 12 months, 60% were hired to fill vacated positions, 34% were hired to fill new positions, 4% were hired to fill vacated positions due to promotions, and 2% were hired to fill temporary positions.

Turnover

26%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Large (400 – 450)

Employee Profile

78% Male

22% Female

Where the Jobs Are

SIC 0174 – Citrus Trees

SIC 0761 – Farm Labor Contractors and Crew Leaders

SIC 0782 – Lawn and Garden Services

SIC 0783 – Ornamental Shrub and Tree Services

Projections

2001 – 2008 Growth Rate:

Slower than average (12.5%)

Over the Next 24 Months

Many (57%) employers expect employment in this occupation to remain stable and many (43%) employers expect employment in this occupation to grow.

Other Relevant Information

Promotional Opportunities

Most (79%) employers promote their employees to higher level positions, such as: Supervisors, Foremen, Operators, and Managers.

Skills Important for Career Advancement

Safety, Bilingual (English/Spanish), management, common sense, equipment and tractor operation, work ethic, ambition, and human relations skills

State Outlook

Between 2000 – 2010, this occupation is expected to grow 22.6% while the total growth for all occupations is expected to grow 22.2% during this period in California.

California Occupational Guide Number

320 and 396

Training Providers (Refer to Appendix E for Contact Information)

California Polytechnic State University

Programs: Agriculture, General

Agronomy and Crop Science

Forest Management/Forest Resources Management

Forest Sciences and Biology

Forestry, Other

Ornamental Horticulture

California Polytechnic State University, Continuing Education

Programs: Agronomy and Crop Science

Cuesta College

Programs: Horticultural Science

Truck Drivers, Light – Include Delivery and Route Workers

OES 971050

16 Firms Responded
85 Jobs Represented

Job Description

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. This occupation does not include workers whose duties include sales.

Common Job Titles

Truck Drivers, Route Drivers, Delivery Drivers, and Drivers

Wages and Benefits

Non-Union Wages

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$6.75 – \$9.00	\$7.50
New hires, experienced	\$6.75 – \$13.00	\$8.25
3+ years with firm	\$6.75 – \$14.68	\$10.63

Other forms of compensation paid by a few employers include bonuses ranging from an additional \$0.50 to \$4.00 per hour.

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	19%	0%	19%	6%
Dental Insurance:	13%	0%	6%	0%
Vision Insurance:	13%	0%	6%	0%
Life Insurance:	31%	0%	0%	0%
Sick Leave:	13%	6%	0%	0%
Vacation:	56%	6%	0%	0%
Retirement Plan:	13%	0%	13%	0%
Child Care:	0%	0%	0%	0%

Unionization

100% Non-Union

Hours

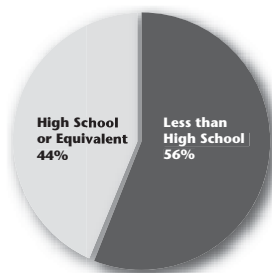
Almost all (82%) employees in this occupation work full time – 45 hours/week, a few work part time – 21 hours/week, and a few work temporary – 30 hours/week.

Shifts

Almost all (88%) responding employers offer day shifts and a few responding employers offer swing and flexible shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	31%
Not Required	50%
Preferred	19%

Many responding employers require or prefer an average of 11 months of prior work experience. Many (50%) responding employers accept experience in other related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	50%
No	50%

Technical or Vocational Training

Required	12%
Not Required	88%
Preferred	0%

A few responding employers require an average of 9 months of training.

Skills Information

Skills in: map reading and record keeping; Ability to: load and unload freight, read invoices, operate a fork lift, and lift at least 75 lbs. repeatedly; Licenses: Class A and/or Class B driver's license (depending on type of vehicle); Other: good driving record

Computer software skills were sought by a few employers in basic computer programs.

Truck Drivers, Light – Include Delivery and Route Workers

Researched in 2002

Employment Trends

Supply & Demand Assessment

Most (69%) employers found hiring inexperienced qualified applicants to be moderately difficult. Some (31%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	12%
Remained Stable	75%
Grew	13%

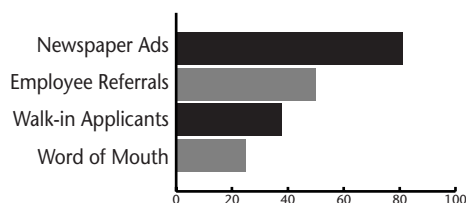
Sources of Filled Vacancies

Of the 43 positions filled in the last 12 months, 79% were hired to fill vacated positions, 9% were hired to fill new positions, 7% were hired to fill vacated positions due to promotions, and 5% were hired to fill temporary positions.

Turnover

46%

The four recruitment strategies most successfully used by employers include:



Occupation Size

Very Large (800 – 1,000)

Employee Profile

88% Male
12% Female

Where the Jobs Are

SIC 4212 – Local Trucking without Storage
SIC 4213 – Trucking, Except Local
SIC 4214 – Local Trucking with Storage
SIC 4215 – Courier Services, Except by Air
SIC 5531 – Auto and Home Supply Stores
SIC 5722 – Household Appliance Stores
SIC 5992 – Florists
SIC 7389 – Business Services, Not Elsewhere Classified

Projections

1999 – 2006 Growth Rate:
Much faster than average (25.0%)

Over the Next 24 Months

Many (53%) employers expect employment in this occupation to remain stable, many (40%) employers expect employment in this occupation to grow, and a few (7%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Most (69%) employers promote their employees to higher level positions, such as: Lead Drivers, Dispatchers, Sales Associates, Supervisors, and Assistant Managers.

Skills Important for Career Advancement

Mechanical, management, communication, field knowledge, reliability, and good people skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 31.4% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

563

Training Providers (Refer to Appendix E for Contact Information)

Shoreline Occupational Services/Goodwill Industries
Programs: *Ground Transportation, Other*

Waiters and Waitresses

OES 650080

17 Firms Responded
317 Jobs Represented

Job Description

Waiters and Waitresses serve food and/or beverages to patrons at tables. They usually take orders from patrons and make out the check. Their duties may include setting tables with linen and silverware and taking payment from patrons. They may serve customers at counters as well as at tables. This occupation does not include workers who only work at counters.

Common Job Titles

Waiters, Waitresses, Wait Staff, Food Servers, and Servers

Wages and Benefits

All Employers Wages (Union and Non-Union)

	Range	Median
New hires, no experience	\$6.75 – \$6.75	\$6.75
New hires, experienced	\$6.75 – \$7.41	\$6.75
3+ years with firm	\$6.75 – \$8.50	\$6.75

Other forms of compensation paid by all employers include tips ranging from an additional \$0.55 to \$19.74 per hour (an average of \$8.94 for all experience levels).

Benefits

	Employer Pays All		Shared Cost	
	FT	PT	FT	PT
Medical Insurance:	12%	0%	0%	12%
Dental Insurance:	6%	0%	0%	12%
Vision Insurance:	6%	0%	0%	12%
Life Insurance:	6%	0%	0%	12%
Sick Leave:	12%	0%	0%	0%
Vacation:	12%	6%	6%	6%
Retirement Plan:	12%	0%	6%	0%
Child Care:	0%	0%	0%	0%

Unionization

94% Non-Union

Hours

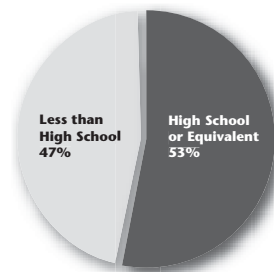
Most (79%) employees in this occupation work part time – 21 hours/week and some employees work full time – 37 hours/week.

Shifts

Almost all (94%) responding employers offer day and swing shifts and a few responding employers offer evening shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	47%
Not Required	6%
Preferred	47%

Almost all responding employers require or prefer an average of 11 months of prior work experience. Most (75%) responding employers accept experience in other restaurant or customer service related occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	31%
No	69%

Technical or Vocational Training

Required	0%
Not Required	100%
Preferred	0%

Skills Information

Skills in: cash handling, customer service, good grooming, and oral communication; Ability to: operate a cash register, stand continuously for two or more hours, lift at least 30 lbs. repeatedly, follow oral instructions, and work under pressure

New skills sought by some employers were good customer relations, understanding of menu and wine list, and strong mental/physical ability.

Computer software skills were sought by some employers in point-of-sale programs.

Waiters and Waitresses

Researched in 2002

Employment Trends

Supply & Demand Assessment

Many (53%) employers found hiring inexperienced qualified applicants to be moderately difficult. Many (47%) employers found hiring experienced qualified applicants to be moderately difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	6%
Remained Stable	65%
Grew	29%

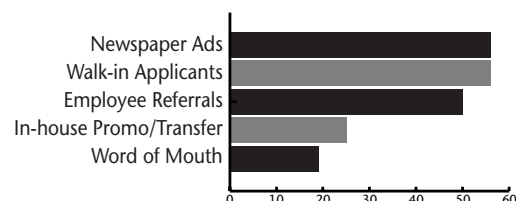
Sources of Filled Vacancies

Of the 175 positions filled in the last 12 months, 87% were hired to fill vacated positions, 11% were hired to fill vacated positions due to promotions, and 2% were hired to fill new positions.

Turnover

55%

The five recruitment strategies most successfully used by employers include:



Occupation Size

Very Large (2,500 – 2,730)

Employee Profile

61% Female
39% Male

Where the Jobs Are

SIC 5812 – Eating Places
SIC 7011 – Hotels and Motels

Projections

1999 – 2006 Growth Rate:
Slower than average (9.2%)

Over the Next 24 Months

Many (59%) employers expect employment in this occupation to remain stable, some (29%) employers expect employment in this occupation to grow, and a few (12%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Most (71%) employers promote their employees to higher level positions, such as: Assistant Managers, Shift Managers, Floor Managers, Managers, and Bartenders.

Skills Important for Career Advancement

Enthusiasm, teamwork, leadership, assertiveness, good work habits, integrity, and people skills

State Outlook

Between 1998 – 2008, this occupation is expected to grow 20.1% while the total growth for all occupations is expected to grow 23.6% during this period in California.

California Occupational Guide Number

42

Training Providers (Refer to Appendix E for Contact Information)

Unavailable

Welders, Cutters, Solderers, and Brazers

SOC 514121

14 Firms Responded
132 Jobs Represented

Job Description

Use hand-welding, flame-cutting, hand soldering, or brazing equipment to weld or join metal components or to fill holes, indentations, or seams of fabricated metal products.

Common Job Titles

Welders and Fabricators

Wages and Benefits

All Employers Wages (Union and Non-Union)

	<u>Range</u>	<u>Median</u>
New hires, no experience	\$8.50 – \$15.00	\$10.25
New hires, experienced	\$8.89 – \$18.00	\$12.50
3+ years with firm	\$10.00 – \$22.50	\$16.00

Benefits

	<u>Employer Pays All</u>		<u>Shared Cost</u>	
	FT	PT	FT	PT
Medical Insurance:	23%	0%	46%	33%
Dental Insurance:	0%	0%	31%	33%
Vision Insurance:	0%	0%	15%	0%
Life Insurance:	31%	0%	8%	33%
Sick Leave:	38%	0%	0%	0%
Vacation:	100%	0%	0%	0%
Retirement Plan:	23%	33%	23%	0%
Child Care:	0%	0%	0%	0%

Unionization

93% Non-Union

Hours

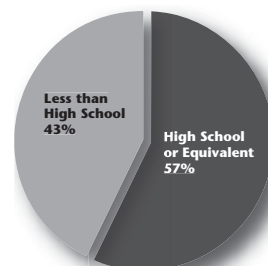
Almost all (92%) employees in this occupation work full time – 40 hours/week, a few work part time – 10 hours/week, a few work temporary – 25 hours/week, and a few work seasonal – 24 hours/week.

Shifts

Almost all (93%) responding employers offer day shifts and a few offer shifts determined on an as-needed basis and swing shifts.

Employer Requirements

Minimum Level of Education Required



Experience in the Occupation

Required	58%
Not Required	21%
Preferred	21%

Most responding employers require or prefer an average of 27 months of prior work experience. A few (10%) responding employers accept experience in other occupations, to meet their minimum requirement.

Training as a Substitute for Previous Work Experience

Yes	18%
No	82%

Technical or Vocational Training

Required	14%
Not Required	50%
Preferred	36%

Many responding employers require or prefer an average of 14 months of welding training.

Skills Information

Skills in: gas welding, arc welding, and basic math; Ability to: operate inspection equipment, read blueprints/working drawings, use precision tools, stand continuously for 2 or more hours, work in awkward positions, and work from ladders and scaffolds; Certifications: Certified Welder (administered by the American Welding Society, AWS)

Computer software skills were not sought by a significant amount of employers.

Welders, Cutters, Solderers, and Brazers

Researched in 2003

Employment Trends

Supply & Demand Assessment

Many (43%) employers found hiring inexperienced qualified applicants to be moderately difficult. Many (57%) employers found hiring experienced qualified applicants to be very difficult.

In the last 12 months, percentage of firms whose employment in this occupation:

Declined	14%
Remained Stable	57%
Grew	29%

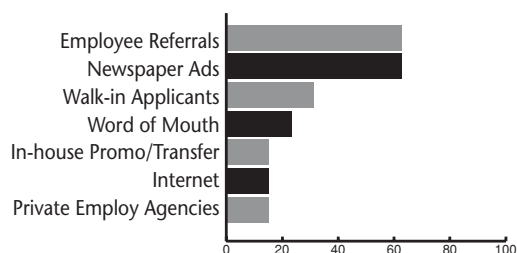
Sources of Filled Vacancies

Of the 33 positions filled in the last 12 months, 46% were hired to fill new positions, 27% were hired to fill vacated positions, 15% were hired to fill temporary positions, and 12% were hired to fill vacated positions due to promotions.

Turnover

11%

The seven recruitment strategies most successfully used by employers include:



Occupation Size

Medium (160 – 200)

Employee Profile

99% Male
1% Female

Where the Jobs Are

SIC 1799 – Special Trade Contractors, NEC
SIC 3441 – Fabricated Structural Metal
SIC 3444 – Structural Metal Work
SIC 3469 – Metal Stamping, NEC
SIC 3569 – General Industrial Machinery and Equipment, NEC
SIC 3599 – Industrial and Commercial Machinery and Equipment, NEC
SIC 3949 – Sporting and Athletic Goods, NEC
SIC 7692 – Welding Repair

Projections

2001 – 2008 Growth Rate:
Much faster than average (25.0%)

Over the Next 24 Months

Most (64%) employers expect employment in this occupation to remain stable, some (29%) employers expect employment in this occupation to grow, and a few (7%) employers expect employment in this occupation to decline.

Other Relevant Information

Promotional Opportunities

Most (71%) employers promote their employees to higher level positions, such as: Foremen, Lead Fabricators, Supervisors, Managers, Estimators, and Planners.

Skills Important for Career Advancement

Leadership, experience, machine operator, welding, knowledge of product, geometry, and problem solving skills

State Outlook

Between 2000 – 2010, this occupation is expected to grow 21.4% while the total growth for all occupations is expected to grow 22.2% during this period in California.

California Occupational Guide Number

84

Training Providers (Refer to Appendix E for Contact Information)

Cuesta College
Programs: *Welding Technology/Welder*
Plumbers and Steamfitters Local Union No. 409
Programs: *Welding Technology/Welder*

Appendix A

U.S. Census Bureau

State and San Luis Obispo County QuickFacts

People QuickFacts

	SLO County	California
Population, 2001 estimate	250,727	34,501,130
Population percent change, April 1, 2000-July 1, 2001	1.6%	1.9%
Population, 2000	246,681	33,871,648
Population, percent change, 1990 to 2000	13.6%	13.6%
Persons under 5 years old, percent, 2000	5.0%	7.3%
Persons under 18 years old, percent, 2000	21.7%	27.3%
Persons 65 years old and over, percent, 2000	14.5%	10.6%
Female persons, percent, 2000	48.6%	50.2%

White persons, percent, 2000 (a)	84.6%	59.5%
Black or African American persons, percent, 2000 (a)	2.0%	6.7%
American Indian and Alaska Native persons, percent, 2000 (a)	0.9%	1.0%
Asian persons, percent, 2000 (a)	2.7%	10.9%
Native Hawaiian and Other Pacific Islander, percent, 2000 (a)	0.1%	0.3%
Persons reporting some other race, percent, 2000 (a)	6.2%	16.8%
Persons reporting two or more races, percent, 2000	3.4%	4.7%
Persons of Hispanic or Latino origin, percent, 2000 (b)	16.3%	32.4%
White persons, not of Hispanic/Latino origin, percent, 2000	76.1%	46.7%

Living in same house in 1995 and 2000, pct age 5+, 2000	46.7%	50.2%
Foreign born persons, percent, 2000	8.9%	26.2%
Language other than English spoken at home, pct age 5+, 2000	14.7%	39.5%
High school graduates, percent of persons age 25+, 2000	85.6%	76.8%
Bachelor's degree or higher, pct of persons age 25+, 2000	26.7%	26.6%
Persons with a disability, age 5+, 2000	39,367	5,923,361
Mean travel time to work, workers age 16+ (minutes), 2000	21.1	27.7

Housing units, 2000	102,275	12,214,549
Homeownership rate, 2000	61.5%	56.9%
Housing units in multi-unit structures, percent, 2000	18.6%	31.4%
Median value of owner-occupied housing units, 2000	\$230,000	\$211,500

Households, 2000	92,739	11,502,870
Persons per household, 2000	2.49	2.87
Median household money income, 1999	\$42,428	\$47,493
Per capita money income, 1999	\$21,864	\$22,711
Persons below poverty, percent, 1999	12.8%	14.2%

Business QuickFacts

	SLO County	California
Private nonfarm establishments, 1999	6,736	784,935
Private nonfarm employment, 1999	72,677	12,356,363
Private nonfarm employment, percent change 1990-1999	19.4%	9.2%
Nonemployer establishments, 1999	17,470	2,050,809
Manufacturers shipments, 1997 (\$1000)	1,156,257	379,612,443
Retail sales, 1997 (\$1000)	1,780,702	263,118,346
Retail sales per capita, 1997	\$7,694	\$8,167
Minority-owned firms, percent of total, 1997	12.4%	28.8%
Women-owned firms, percent of total, 1997	24.9%	27.3%
Housing units authorized by building permits, 2000	1,673	145,575
Federal funds and grants, 2001 (\$1000)	994,331	188,516,866
Local government employment - full-time equivalent, 1997	8,321	1,194,169

Geography QuickFacts

	SLO County	California
Land area, 2000 (square miles)	3,304	155,959
Persons per square mile, 2000	74.7	217.2
Metropolitan Area	San Luis Obispo-Atascadero-Paso Robles, CA MSA	

(a) Includes persons reporting only one race.

(b) Hispanics may be of any race, so also are included in applicable race categories.

Appendix B

San Luis Obispo County Occupation Projections 2001-2008 Occupations with the Greatest Job Growth

SOC #	Occupation	2001	2008	New Jobs	%Change
41-2031	Retail Salespersons	4,010	4,890	880	21.9
41-2011	Cashiers	2,900	3,470	570	19.7
35-3021	Comb Food Prep & Serving Wrkrs, Incl Fast Food	2,160	2,690	530	24.5
35-3031	Waiters & Waitresses	2,660	3,050	390	14.7
43-9061	Office Clerks, General	2,630	3,000	370	14.1
37-2012	Maids & Housekeeping Cleaners	1,360	1,650	290	21.3
41-1011	First-Line Sups/Mgrs of Retail Sales Workers	1,220	1,460	240	19.7
29-1111	Registered Nurses	1,320	1,550	230	17.4
37-2011	Janitors & Clean, Ex Maids & Housekeep	1,290	1,520	230	17.8
11-1021	General & Operations Managers	1,460	1,680	220	15.1
37-3011	Landscaping & Groundskeeping Workers	1,110	1,330	220	19.8
43-3031	Bookkeeping, Accounting, & Auditing Clerks	1,840	2,050	210	11.4
43-4051	Customer Service Representatives	860	1,060	200	23.3
47-2061	Construction Laborers	940	1,140	200	21.3
25-9041	Teacher Assistants	930	1,120	190	20.4
35-2014	Cooks, Restaurant	1,100	1,290	190	17.3
47-2031	Carpenters	880	1,070	190	21.6
33-3012	Correctional Officers & Jailers	790	960	170	21.5
39-9021	Personal & Home Care Aides	560	710	150	26.8
41-4012	Sales Reps, Whlsale & Mfg, Ex Tech & Science	880	1,030	150	17.0
49-3023	Automotive Service Technicians & Mechanics	640	790	150	23.4
53-3032	Truck Drivers, Heavy & Tractor-Trailer	670	800	130	19.4
53-3033	Truck Drivers, Light or Delivery Services	650	780	130	20.0
25-2021	Elementary School Teachers, Except Special	920	1,040	120	13.0
25-2031	Secondary School Teachers, Ex Special & Vocation	740	860	120	16.2
43-5081	Stock Clerks & Order Fillers	990	1,110	120	12.1
53-7062	Laborers & Freight, Stock, & Material Movers	980	1,100	120	12.2
53-7064	Packers & Packagers, Hand	790	910	120	15.2
15-1041	Computer Support Specialists	170	280	110	64.7
33-3051	Police & Sheriff's Patrol Officers	660	770	110	16.7
43-4171	Receptionists & Information Clerks	680	790	110	16.2
31-9091	Dental Assistants	460	560	100	21.7
39-9032	Recreation Workers	490	590	100	20.4
43-4081	Hotel, Motel, & Resort Desk Clerks	60	460	100	27.8
25-2022	Mid School Teachers, Ex Special & Vocation	870	960	90	10.3
29-2055	Surgical Technologists	190	280	90	47.4
31-1012	Nursing Aides, Orderlies, & Attendants	560	650	90	16.1
35-2021	Food Preparation Workers	640	730	90	14.1
43-1011	First-Line Sups/Mgrs of Office & Admin Sup	1,020	1,110	90	8.8
43-6011	Executive Secretaries & Administrative Ass	1,190	1,280	90	7.6
35-9031	Hosts & Hostess, Restaurant, Lounge, & Coffee	660	740	80	12.1
41-2021	Counter & Rental Clerks	360	440	80	22.2
43-5071	Shipping, Receiving, & Traffic Clerks	590	670	80	13.6
25-1191	Graduate Teaching Assistants	280	350	70	25.0
31-9092	Medical Assistants	260	330	70	26.9
33-9032	Security Guards	550	620	70	12.7
47-2073	Operating Engineers & Oth Const Equipment	540	610	70	13.0
47-2111	Electricians	300	370	70	23.3
47-2141	Painters, Construction & Maintenance	340	410	70	20.6
13-2011	Accountants & Auditors	390	450	60	15.4

Source: Module D, Table 4 – Projections and Planning Information for San Luis Obispo County Published by Employment Development Department/Labor Market Information Division (March 2001 Benchmark). Excludes not elsewhere classified (NEC) categories and occupations with employment of less than 100 in 2001.

Produced by Private Industry Council of San Luis Obispo County, Inc.

Occupational Outlook – San Luis Obispo County 2001 – 2003

Appendix C

San Luis Obispo County Occupation Projections 2001-2008 Occupations with the Fastest Job Growth

SOC #	Occupation	2001	2008	New Jobs	%Change
15-1041	Computer Support Specialists	170	280	110	64.7
29-2055	Surgical Technologists	190	280	90	47.4
29-2052	Pharmacy Technicians	150	210	60	40.0
29-2071	Medical Records & Health Information Tech	120	160	40	33.3
21-1093	Social & Human Service Assistants	160	210	50	31.3
37-2021	Pest Control Workers	130	170	40	30.8
15-1051	Computer Systems Analysts	140	180	40	28.6
51-9111	Packaging & Filling Machine Operators & Tenders	140	180	40	28.6
43-4081	Hotel, Motel, & Resort Desk Clerks	360	460	100	27.8
11-9111	Medical & Health Services Managers	110	140	30	27.3
23-2092	Law Clerks	110	140	30	27.3
25-4031	Library Technicians	110	140	30	27.3
41-3011	Advertising Sales Agents	110	140	30	27.3
31-9092	Medical Assistants	260	330	70	26.9
39-9021	Personal & Home Care Aides	560	710	150	26.8
21-1012	Educational, Vocational, & School Counselors	150	190	40	26.7
25-1191	Graduate Teaching Assistants	280	350	70	25.0
29-1051	Pharmacists	160	200	40	25.0
51-4121	Welders, Cutters, Solderers, & Brazers	160	200	40	25.0
39-5012	Hairdressers, Hairstylists, & Cosmetologists	120	150	30	25.0
53-1031	First-Line Sups/Mgrs of Trans & Mat-Moving	120	150	30	25.0
35-3021	Comb Food Prep & Serving Wrks, Incl Fast Food	2,160	2,690	530	24.5
51-6011	Laundry & Dry-Cleaning Workers	210	260	50	23.8
29-2041	Emergency Medical Technicians & Paramedics	170	210	40	23.5
45-2092	Farmwrks & Labor, Crop, Nursery, & Greenhouse	170	210	40	23.5
49-3023	Automotive Service Technicians & Mechanics	640	790	150	23.4
43-4051	Customer Service Representatives	860	1,060	200	23.3
47-2111	Electricians	300	370	70	23.3
27-2042	Musicians & Singers	130	160	30	23.1
31-9096	Veterinary Assistants & Lab Animal Caretaker	130	160	30	23.1
25-3021	Self-Enrichment Education Teachers	220	270	50	22.7
41-2021	Counter & Rental Clerks	360	440	80	22.2
47-2081	Drywall & Ceiling Tile Installers	180	220	40	22.2
47-2181	Roofers	180	220	40	22.2
41-2031	Retail Salespersons	4,010	4,890	880	21.9
31-9091	Dental Assistants	460	560	100	21.7
11-9021	Construction Managers	230	280	50	21.7
39-9011	Child Care Workers	230	280	50	21.7
47-2031	Carpenters	880	1,070	190	21.6
33-3012	Correctional Officers & Jailers	790	960	170	21.5
43-4141	New Accounts Clerks	140	170	30	21.4
37-2012	Maids & Housekeeping Cleaners	1,360	1,650	290	21.3
47-2061	Construction Laborers	940	1,140	200	21.3
39-9031	Fitness Trainers & Aerobics Instructors	240	290	50	20.8
35-3022	Counter Attends, Cafe, Food Concess, & Coffee	290	350	60	20.7
47-2141	Painters, Construction & Maintenance	340	410	70	20.6
25-9041	Teacher Assistants	930	1,120	190	20.4
39-9032	Recreation Workers	490	590	100	20.4
53-3033	Truck Drivers, Light or Delivery Services	650	780	130	20.0
33-1011	First-Line Sups/Managers of Correctional Officers	150	180	30	20.0

Source: Module D, Table 5 – Projections and Planning Information for San Luis Obispo County Published by Employment Development Department/Labor Market Information Division (March 2001 Benchmark.) Excludes not elsewhere classified (NEC) categories and occupations with employment of less than 100 in 2001.

Appendix D

Sample Questionnaire - Side 1



Please return completed questionnaire to:
 Creekside Career Center - Taylor
 4111 Broad Street, Suite A Phone (805) 788-2616
 San Luis Obispo, CA 93401 Fax (805) 541-4117

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL.

Whom should we contact with any further questions?

Name: _____

Position: _____

Phone: _____ Fax: _____

Occupation: 211140 ACCOUNTANTS AND AUDITORS		
Accountants and Auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data.		
Does your firm employ any individual performing the duties in the occupation described above? <input type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, please complete this survey for the occupation described. If no, please return this questionnaire to the above address.		
If your firm has multiple locations, please confine your answers to locations in your county.		
1. What job title(s) does your firm use for these duties?	Job Title(s): _____	
2. a. How many employees does your firm currently have in this occupation?	Number of Employees: _____	
b. In this occupation, how many are:	Number of Males: _____	Number of Females: _____
c. In this occupation, how many current employees are there and on average how many weekly hours do they work?		
Regular, Full Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Regular, Part Time:	Number of Employees: _____	Average Weekly Hours Worked: _____
Temporary/On Call:	Number of Employees: _____	Average Weekly Hours Worked: _____
Seasonal:	Number of Employees: _____	Average Weekly Hours Worked: _____
3. In your firm, what shifts are available for this occupation? (check all that apply)	<input type="checkbox"/> Day <input type="checkbox"/> Swing <input type="checkbox"/> Graveyard <input type="checkbox"/> Other: Please specify _____	
4. Has your firm hired in this occupation within the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, how many were hired to fill:		
vacancies resulting from promotions within your firm?		
vacancies resulting from people in permanent positions leaving your firm?		
new permanent positions resulting from growth?		
temporary, on call, or seasonal positions?		
5. a. During the last 12 months, did your firm's employment in this occupation? (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
b. Over the next 24 months, do you expect your firm's employment in this occupation to? (Check one)	<input type="checkbox"/> Decline <input type="checkbox"/> Remain Stable <input type="checkbox"/> Grow	
6. When you hire applicants for this occupation, is prior experience in this occupation required?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred	
If yes or preferred, how much experience in this occupation is required/preferred?	_____ (months)	
Is experience in other occupations accepted?	<input type="checkbox"/> Yes <input type="checkbox"/> No Please specify below: _____ (months)	
7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants. (Circle one)	Not Difficult 1 2 3 4 Difficult	
8. If prior experience is not required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants. (Circle one)	Not Difficult 1 2 3 4 Difficult	

Appendix D

Sample Questionnaire - Side 2

9. Does your firm accept training as a substitute for experience in this occupation? If yes, how many months of training can generally be substituted?		<input type="checkbox"/> Yes <input type="checkbox"/> No (months)					
10. Is technical or vocational training required prior to employment in this occupation? If yes or preferred, what kind of training is required?		<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not required, but preferred (months)					
11. What is the minimum level of education your firm requires when hiring an applicant in this occupation? (Check one).							
<input type="checkbox"/> Less than high school diploma <input type="checkbox"/> High school diploma or equivalent <input type="checkbox"/> Associate Degree (2 year) <input type="checkbox"/> Bachelor Degree (4 year) <input type="checkbox"/> Graduate Study							
12. What is the usual income earned by your firm's employees in this occupation at the following levels of skills and experience?		For other compensation, please indicate the average overall earnings and types(s) of compensation.					
• New hires, no experience (trained or untrained): • New hires who are experienced: • Experienced employees after 3 years with your firm: (Please check one)	Base Wage or Salary \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	Other Compensation \$ _____ \$ _____ \$ _____ <input type="checkbox"/> Hour <input type="checkbox"/> Week <input type="checkbox"/> Month <input type="checkbox"/> Year	Type of Compensation <input type="checkbox"/> Commission <input type="checkbox"/> Tips <input type="checkbox"/> Bonus <input type="checkbox"/> Piece Rate <input type="checkbox"/> Other _____ Specify: _____				
13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement? If yes, what is the name of the union or local number?		<input type="checkbox"/> Yes <input type="checkbox"/> No					
14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:							
	<i>Employer Pays All</i> <i>Share Cost</i> <i>Employee Pays All</i> <i>Not Provided</i> FT PT FT PT FT PT FT PT						
Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please Specify): _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. a. Does your firm ever promote employees in this occupation to higher level positions?		<input type="checkbox"/> Yes <input type="checkbox"/> No					
If yes, what are the titles of the positions to which they may be promoted?		_____					
b. What skills are important for career advancement?		_____					
16. What computer software skills, if any, does your firm seek in applicants for this occupation? (Please check all that apply)							
Specify software names: <input type="checkbox"/> None							
<input type="checkbox"/> Word Processing <input type="checkbox"/> Spreadsheet <input type="checkbox"/> Database <input type="checkbox"/> Desktop Publishing <input type="checkbox"/> Other: _____							
17. What other new skills are needed to perform the duties of this occupation?							

18. When your firm hires employees for this occupation, which are the top three most successful recruitment methods?							
<input type="checkbox"/> In-house promotions or transfers <input type="checkbox"/> Newspaper ads <input type="checkbox"/> Internet <input type="checkbox"/> EDD <input type="checkbox"/> Walk-in applicants <input type="checkbox"/> Colleges/Universities <input type="checkbox"/> School/program referrals <input type="checkbox"/> Union hall referrals <input type="checkbox"/> Employee referrals <input type="checkbox"/> Private employment agencies <input type="checkbox"/> Trade journals <input type="checkbox"/> Other (Please specify): _____							
19. Are you aware of any new, changing, or emerging occupations in your industry? Please specify:		<input type="checkbox"/> Yes <input type="checkbox"/> No					
Would you like to receive a complimentary copy of the survey results for this occupation?		<input type="checkbox"/> Yes <input type="checkbox"/> No					

THANK YOU FOR YOUR COOPERATION !

Appendix E

Training Providers San Luis Obispo County

Atlas Child Care Careers

8763 El Camino Real
Atascadero, CA 93422
Phone: 805-462-8891

Atlas Child Care Careers

75 Higuera Street
San Luis Obispo, CA 93401
Phone: 805-595-3300

Atlas Computer Centers

8771 El Camino Real
Atascadero, CA 93422
Phone: 805-593-0565
Fax: 805-593-0564
Website: www.atlascomputercenters.com

Atlas Computer Centers

75 Higuera Street, Suite 210
San Luis Obispo, CA 93401
Phone: 805-593-0565
Fax: 805-593-0564
Website: www.atlascomputercenters.com

California Polytechnic State University

1 Grand Avenue
San Luis Obispo, CA 93407
Phone: 805-756-2311
Fax: 805-756-5400
Website: www.calpoly.edu

**California Polytechnic State University,
Continuing Education****formerly California Polytechnic State University
Extended Studies**

1 Grand Avenue
San Luis Obispo, CA 93407
Phone: 805-756-2053
Fax: 805-756-5933
Website: www.continuing-ed.calpoly.edu

Carpenters Union Local 1800

117 Poole Street
Arroyo Grande, CA 93420
Phone: 805-473-1800
Fax: 805-473-2423

Central California School of Continuing Education

3195 McMillan, Suite F
San Luis Obispo, CA 93401
Phone: 805-543-9123
Fax: 805-543-6330
Website: www.ccsce.org

Colombia College

Highway One
San Luis Obispo, CA 93903
Phone: 805-875-7661
Website: www.ccis.edu

Contractors License Courses of California

11545 Los Osos Valley Road
San Luis Obispo, CA 93401
Phone: 805-544-1682

CTE Computer Training Centers, Inc.

3220 S. Higuera Street, Suite 208
San Luis Obispo, CA 93401
Phone: 805-786-4283
Fax: 805-545-5435
Website: www.ctetrain.com

Cuesta College

Highway One
San Luis Obispo, CA 93405
Phone: 805-546-3100
Fax: 805-546-3904
Website: www.cuesta.edu

H & R Block Tax Training School

4801 El Camino Real
Atascadero, CA 93422
Phone: 805-466-0490
Fax: 805-466-6822
Website: www.hrblock.com

H & R Block Tax Training School

1800 Grand Avenue
Grover Beach, CA 93433
Phone: 805-928-2391
Fax: 805-349-0488
Website: www.hrblock.com

H & R Block Tax Training School

3211 Broad Street, #105
San Luis Obispo, CA 93401
Phone: 805-928-2391
Fax: 805-349-0488
Website: www.hrblock.com

**International Brotherhood of Electrical
Workers (IBEW), Local 639**

6363 Edna Road
San Luis Obispo, CA 93401
Phone: 805-543-5693
Fax: 805-544-3762
Website: www.ibew639.org

Lucia Mar Adult Education

227 Bridge Street
Arroyo Grande, CA 93420
Phone: 805-473-4244
Fax: 805-473-5641
Website: www.lmusd.org/adulted/index.html

Appendix E *(continued)*

Training Providers

San Luis Obispo County

MacTeacher

2308 Broad Street
San Luis Obispo, CA 93401
Phone: 805-541-9225
Fax: 805-541-2131
Website: www.macteacher.com

Montessori World Educational Institute

1700 Berwick Drive
Cambria, CA 93428
Phone: 805-927-3240
Fax: 805-927-2242
Website: www.montessoriworlworld.org

Plumbers and Steamfitters Local Union No. 409

3710 Broad Street
San Luis Obispo, CA 93401
Phone: 805-543-2416
Fax: 805-541-0251

Professional Career Training Institute

formerly Specialized Technical Education Program School

715 24th Street, Suite J
Paso Robles, CA 93446
Phone: 805-237-7837
Fax: 805-238-6076
Website: www.pctischool.com

San Luis Coastal Adult School

1500 Lizzie Street
San Luis Obispo, CA 93401
Phone: 805-549-1222
Fax: 805-544-0638
Website: www.slcsd.org

Shoreline Occupational Services/

Goodwill Industries

880 Industrial Way
San Luis Obispo, CA 93401
Phone: 805-544-0542
Fax: 805-544-0543
Website: www.scgoodwill.org

University of La Verne

3211 Broad Street, Suite 113
San Luis Obispo, CA 93401
Phone: 805-542-9690
Fax: 805-542-9735
Website: www.ulv.edu

West Coast Schools

5385 El Camino Real
Atascadero, CA 93422
Phone: 800-660-3455
Fax: 805-438-3047
Website: www.westcoastschools.com

\$25.00



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